State In-Service Training Program Course Catalog

Fall 2008

Agency Registration Deadline: 08/15/08

Staff Development Courses offered by
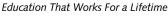
The State of Connecticut Community College System

in partnership with

Department of Administrative Services

www.commnet.edu/inservice

Connecticut
Community
Colleges

Education That Works For a Lifetime

DAS

Welcome!

Dear Colleagues,

The Department of Administrative Services and Connecticut's Community College System are partners in providing a wide variety of cost-effective training opportunities to Connecticut State employees. This catalog includes courses that will help your staff enhance their skills to meet and support agency goals efficiently and with a high level of customer service. All agencies and employees at all levels are encouraged to participate! Whether you are familiar with the In-Service Training Program or looking at a catalog for the first time, we welcome your participation and feedback.

What's NEW this term?
We have been working on many enhancements to the State In-Service Training Program including the automation of more of our services, which will allow us to build capacity to fill the training needs of State agencies efficiently as well as possibly offering new and different training opportunities. We appreciate your support and feedback using our new online in-service registration system.

How do I register?
All registrations are coordinated and submitted by agency Training Approval Officers (TAOs) using the online registration system. See your agency's TAO for details about deadlines and the approval process within your agency. Don't know who your TAO is? Please check our website or call 860-244-7614.

Visit our web-site:
www.commnet.edu/inservice. Or, to visit the Community College System page or any college's individual page, check out: www.commnet.edu.

Thank you for your time and interest. We look forward to seeing you this summer!

Jane Williams
Workforce Development Coordinator
Connecticut Community Colleges
Phone: (860) 244-7614   Fax: (860) 244-7883
jwilliams@commnet.edu

Registration Information

Agency Registration Deadline 08/15/08

Late Registration 8/20/08-8/26/08

Course confirmations / seat reservations available online throughout registration................ 08/27/08

Training Approval Officers notify staff of seat reservations
    and provide maps & directions to each college .... beginning 08/27/08

General Registration & Program Information

Eligibility
- In-Service courses are open to all employees regardless of classification or job title. Individual agencies may elect to limit registrations in a way that best suits their organization.
- Where agency requirements allow, employees should be encouraged to attend classes other than those directly related to their present position, in order to foster mobility and skill enhancement.

Registration
- Agency seat reservations are submitted by each agency's Training Approval Officer (TAO) using the automated online system. Upon receipt of confirmed seat reservations, TAOs will notify staff and supply maps & driving directions as appropriate.
- Staff should direct all questions regarding timelines and procedures to their agency TAO, as each agency has unique policies concerning the program. Don't know who your TAO is? Visit the InService website or call (860) 244-7614, or inquire in your Human Resources Department.
- In most cases student names are *not* submitted with seat requests. Each agency must keep track of which seats are associated with which staff members or departments, and staff should direct questions concerning seat reservation status to their TAO.

Attendance & Refund Policies
- Once seats have been reserved for all courses at the end of the registration period**, withdrawals and course substitutions are not allowed.**
- Agencies "own" reserved seats and are required to pay for reserved seats even if a staff member does not attend.
- Before registering, students must be sure to check their schedules carefully and obtain supervisor's permission to attend a course.
- If for any reason the original registrant cannot attend, a substitute from the agency may be sent.
  It is the responsibility of the original registrant and the agency Training Approval Officer (TAO) to identify and select the substitute.
- Participants must be careful to attend the correct course section and location as assigned. **Additional fees will be charged to agencies when non-registered staff attend courses.**

Registration Information

Course Cancellations and Postponements
- We reserve the right to cancel any course with insufficient enrollment, during the initial registration period. Course status will be communicated to Training Approval Officers at the conclusion of the registration period.
- Inclement weather postponements: Students should check the college website and listen to radio and TV stations for individual college closings. When in doubt students should call the college in question. Telephone numbers and detailed cancellation information are listed on each map in the map section. When classes are held, students are expected to attend and no refunds or credits will be given for non-attendance.
- When courses must be postponed due to inclement weather or unexpected instructor illness, Training Approval Officers will be notified by the college offering the course as soon as the college is aware of the situation. If registrants cannot attend the new class date(s), the agency must notify the college right away. If no notice is given at least 48 hours prior to the new course date, credit for a future course may not be issued. **NOTE:** College representatives do not have student names or contact information prior to class and cannot contact students individually.

Billing Procedures
- The Community College System Office handles registrations & billing centrally.
- Invoices will be prepared upon completion of the registration process. We ask that all Invoices be processed and returned within thirty days.
- Billing will be based upon the number of seats confirmed for each agency.

Prerequisites
- Prerequisites (if any) are included in course descriptions. For computer courses especially, these are very important! The learning of all participants is adversely affected by those who are unable to keep pace at the required skill level. **We strongly urge you to screen your employees for prerequisite skills!**

Textbooks
- In most cases textbooks are not required. When textbooks are required, a note is included in the course decription and books will be available at an extra cost at the college bookstore.

Certificate Requirements
- To earn a certificate of completion, 100% participation is required for classes that meet for one day. 80% participation is required for more lengthy courses. Each college may set more stringent (100%) attendance requirements for multi-session programs when necessary.
- Certificates will be issued at the end of each course. Employees who leave at any point before the instructor ends the program will not be given a certificate.
- CEUs are granted for most In-Service courses and are included on the certificate of completion. One CEU measures 10 contact hours in class, so a course that includes 30 contact hours will be worth 3.0 CEUs. Contact hours are measured in clock hours, and do not include lunch or coffee breaks. In order to grant CEUs, each college must collect sufficient student data to enable them to track the student on our registration system.

Instructors
- Instructor names and biographies are published in the catalog and online. We reserve the right to make instructor substitutions when necessary without notification, and we will not give refunds or allow course substitutions if substitutions are made.

Special Needs Students
- If special accommodations are required for any individuals, the Training Approval Officer *must* contact Jane Williams at (860) 244-7614 in advance of the course.

- Sign in online at www.commnet.edu/inservice with the password assigned to you by the in-service coordinator. Search the courses that you would like to request seats in and enter the total number of seats for each course. Seat totals can be modified by using the "My Requested Seats" link, entering the modified totals and the new totals will appear on the TAO Reservation Report link. All seats reserved by an agency at the end of the reservation period will be "owned" by that agency.
- Each agency has the option to request more seats than are available in any course. When the agency does so, they will have what is called "wait seats". The colleges will respond to the demand for these seats by opening up new course sections if possible. If your agency is interested in moving the "wait seats" into a new section, please contact jwilliams@commnet.edu or crotondo@commnet.edu and we will do this.
- Your agency is required to track Introductory, Intermediate and Advanced levels courses with seats that must be assigned together.
- An "Individual Application for In-Service Training Programs" is included in the appendices section. If your agency has an internal application form, disregard the one provided.
- ***Double check your TAO Reservation Report prior to the end of the registration period. No adjustments will be made because of seat request errors after this date.***
- It is not necessary to submit individual applications or summary pages to the in-service coordinator.

Questions

Training Approval Officers should feel free to call or write with questions concerning any aspect of the program. Questions should be directed to Jane Williams, jwilliams@commnet.edu or (860) 244-7614. We thank you for your time, energy, and commitment to helping your agency's staff become more knowledgeable and efficient!

Looking for a customized solution?

Do you have a large number of staff to be trained? We can arrange a course just for your staff to be delivered at your location or on campus. Regular per-seat fees apply. Our colleges can also customize courses to suit your specific needs. Contact Jane Williams at jwilliams@commnet.edu or (860) 244-7614 for additional information.

Registration Information for Students

How do I register?

Direct all questions regarding timelines and procedures to your agency Training Approval Officer (TAO). Each agency has unique policies concerning deadlines, eligibility, and the registration process.

Approved registrations will be submitted by your TAO to the In-Service Training Program Coordinator. Upon receipt of confirmation of seat reservations, TAOs will notify staff and direct you to maps & driving directions.

In most cases student names are not submitted with seat requests. The In-Service Coordinator cannot tell you individually if a seat has been reserved for you!

Attendance & Refund Policies

Before registering students must be sure to check their schedules carefully and obtain supervisor's permission to attend a course.

Once seats have been reserved for all classes**, withdrawals and course substitutions are not allowed.**

If for any reason you cannot attend, a substitute from the agency may be sent. It is the responsibility of the original registrant and the agency Training Approval Officer (TAO) to identify and select the substitute. Withdrawals or changes to course schedules are not allowed.

Participants must be careful to attend the correct course section and location as assigned. **Additional fees will be charged to agencies when non-registered staff attend courses.**

Course Postponements

Inclement weather postponements: Check the college website or listen to radio and TV stations for individual college closings. When in doubt call the college in question. When classes are held students are expected to attend and no refunds or credits will be given for non-attendance.

When courses must be postponed due to inlement weather or unexpected instructor illness, Training Approval Officers will be notified by the college offering the course as soon as the college is aware of the situation. **NOTE:** College representatives do not have student names or contact information prior to class and cannot contact students individually!

Prerequisites

Prerequisites (if any) are included in course descriptions. For computer courses especially, these are very important! The learning of all participants is adversely affected by those who are unable to keep pace at the required skill level.

Textbooks

In most cases textbooks are not required. When they are, a note is included in the course decription and books will be available *at an extra cost* at the college bookstore.

Certificate Requirements

- To earn a certificate of completion, 100% participation is required for classes that meet for one day. 80% participation is required for more lengthy courses. Each college may set more stringent (100%) attendance requirements for multi-session programs when necessary.
- Certificates will be issued at the end of each course. **Employees who leave at any point before the instructor ends the program will not be given a certificate.**
- CEUs are granted for most In-Service courses and are included on the certificate of completion. One CEU measures 10 contact hours in class, so a course that includes 30 contact hours will be worth 3.0 CEUs. Contact hours are measured in clock hours, and do not include lunch or coffee breaks. In order grant CEUs, each college must collect sufficient student data to track the student on our registration system.

Individual Application for State In-Service Training Programs

A note to Training Approval Officers:
This application is provided for your agency's internal use only.

Important notes to Applicants:
- Direct all questions regarding timelines and procedures to your agency Training Approval Officer. Each agency has unique policies concerning deadlines, eligibility, and the registration process.
- Be sure to carefully check the dates and times of the courses for which you are applying, for any potential conflicts. **No seat changes or withdrawals are allowed once seats have been assigned**.
- Certificates will be issued at the end of each course. **Employees who leave at any point before the instructor ends the class will not be given a certificate.**
- Maps and driving directions are included at the back of the In-Service catalog and are available online: www.commnet.edu/inservice

    Return this application by:

    Return to:

Information about the Applicant:

Name: Title:

Phone: Department:

Address:

Course Information – One Course Per Page

Course Title:

Course Number: Date(s):

Fee:

I meet the prerequisites listed in the course description: _____Yes   _____No   _____None Listed

Supervisor's Approval:

Name:

Title

Signature: Date:

Additional Notes or Information:

Agency Registration Form, Cover Page

Agency Registration Deadline: **August 15, 2008**

Return the completed cover page to:

Jane Williams, State In-Service Training Program Coordinator
jwilliams@commnet.edu
Phone: 860-244-7614   Fax: 860-244-7883

Agency Name:

Mailing Address:

Training Approval Officer (TAO) Name:

TAO Phone: TAO Fax: E-Mail:

Is this person the primary contact for routine correspondence and updates? _____ YES   _____ NO

Backup Contact Name:

Backup Contact Phone: E-Mail:

Is this person the primary contact for routine correspondence and updates? _____ YES   ____ NO

Total number of seats confirmed on TAO reservation report:_____

Total dollar value of seats confirmed on TAO reservation report: _____

Fiscal Officer Name and Title:

Fiscal Officer Signature*:_____ Date: _____

*This form must be signed by an agency official who is authorized by the Office of the State Comptroller to commit and expend agency appropriated funds. Applications must be final when submitted as billing will be based on the number of registrants approved / seats reserved. **No withdrawals or course substitutions are allowed.** Errors in the number of seats requested are the responsibility of the agency and will not be corrected after seats have been assigned. See the Registration Information & Forms section for additional information.

TECHNOLOGY ADVANCEMENT

Access 2003 I - (Introduction)

Obtain the skills you need to update records in a database and to use Access to create a simple database. You will learn to design tables and queries and to create forms and reports using built-in tools. Learn how to enter and work with table data; create databases and tables; create relationships; use forms; filter data; run queries; and work with reports.

Required Text: None
Prerequisite: Moderate Windows operating system experience.
Instructor: Debbie Lamont

Course #: CA30292
Date: 09/18/2008
Time: 9:00 AM to 4:00 PM

College: Capital   **Campus:** 950 Main St., Hartford   **Room:** 613

Fee: 90.00

Access 2003 I - (Introduction)

Obtain the skills you need to update records in a database and to use Access to create a simple database. You will learn to design tables and queries and to create forms and reports using built-in tools. Learn how to enter and work with table data; create databases and tables; create relationships; use forms; filter data; run queries; and work with reports.

Required Text: None
Prerequisite: Moderate Windows operating system experience.
Instructor: Gayle Pignone

Course #: CA30550
Date: 10/01/2008
Time: 9:00 AM to 4:00 PM

College: Capital   **Campus:** 950 Main St., Hartford   **Room:** 617

Fee: 90.00

Access 2003 - I (Introduction)

Obtain the skills you need to update records in a database and to use Access to create a simple database. You will learn to design tables and queries and to create forms and reports using built-in tools. Learn how to enter and work with table data; create databases and tables; create relationships; use forms; filter data; run queries; and work with reports. Note: This course provides training for students using either 2003 or 2002 (XP) Microsoft Office versions.

Required Text: None
Prerequisite: Basic Windows, keyboard and mouse skills.
Instructor: Margaret Gordon

Course #: MA30278
Date: 09/18/2008
Time: 9:00 AM to 4:00 PM

College: Manchester   **Campus:** Learning Resource Center   **Room:** B141

Fee: 90.00

Access 2003 - 1 (Introduction)

Course Description: Obtain the skills you need to update records in a database and to use Access to create a simple database. You will learn to design tables and queries and to create forms and reports using built-in tools. Learn how to enter and work with table data; create databases and tables; create relationships; use forms; filter data; run queries; and work with reports.

Required Text:
Prerequisite: Basic Windows, typing, & mouse skills are required
Instructor: Debbie Lamont

Course #:   QV30176
Date: 10/23/2008
Time: 9:00 AM to 4:00 PM
College: Quinebaug Valley   **Campus:** QVCC Willimantic Center   **Room:** 2

Fee: 90.00

Access 2003 - II (Intermediate)

Build on some of the skills learned in Access 2007 Introduction. Learn how to control data entry, join tables, create flexible queries, improve forms, customize reports and share data.

Required Text: None
Prerequisite: Moderate Windows experience.
Instructor: Debbie Lamont

Course #:   CA30551
Date: 10/28/2008
Time: 9:00 AM to 4:00 PM

College: Capital   **Campus:** 950 Main St., Hartford   **Room:** 617

Fee: 90.00

Access 2003 - II (Intermediate)

Build on the skills you acquired in Access Introduction, and learn how to create a relational database. Topics will include moving and deleting fields; modifying table structure; multiple data types; using hyperlinks in tables; creating lookup lists and input masks; modifying field properties; importing and exporting data; creating and modifying queries; customizing forms; modifying reports; creating basic data access pages; and managing database files. Note: This course provides training for students using either 2003 or 2002 (XP) Microsoft Office versions.

Required Text: None
Prerequisite: Access Introduction, or permission of the instructor or computer coordinator.
Instructor: Margaret Gordon

Course #:   MA30273
Date: 09/25/2008
Time: 9:00 AM to 4:00 PM

College: Manchester   **Campus:** Learning Resource Center   **Room:** B141

Fee: 90.00

Access 2003 – II (Intermediate)

Build on the skills you acquired in Access Introduction, and learn how to create a relational database. Topics will include moving and deleting fields; modifying table structure; multiple data types; using hyperlinks in tables; creating lookup lists and input masks; modifying field properties; importing and exporting data; creating and modifying queries; customizing forms; modifying reports; creating basic data access pages; and managing database files.

Required Text:
Prerequisite: Access Introduction, equivalent experience, or permission of the PC coordinator
Instructor: Debbie Lamont

Course #:   QV30175
Date: 10/30/2008
Time: 9:00 AM to 4:00 PM

College: Quinebaug Valley   **Campus:** QVCC Willimantic Center   **Room:** 2

Fee: 90.00

Access 2003 - III (Advanced)

Learn to use the Table Analyzer Wizard, link tables from different databases and make a linked table local. Customize field properties, define relationships, create advanced queries and forms and produce reports. Learn to enhance data access pages, establish database security and use database maintenance tools. Create basic macros and include into forms and reports.

Required Text: None
Prerequisite: Access 2003 - I and Access 2003 - II or equivalent experience.
Instructor: Gayle Pignone

Course #:   CA30552
Date: 12/08/2008
Time: 9:00 AM to 4:00 PM

College: Capital   **Campus:** 950 Main St., Hartford   **Room:** 617

Fee: 90.00

Access 2003 Certificate

Learn database basics and progress to advanced features of Access 2003. Topics: Introduction to Access 2003 Intermediate Access 2003 Advanced Access 2003

Required Text: None
Prerequisite: Moderate Windows experience and keyboarding skills of 25 wpm strongly recommended.
Instructor: Gayle Pignone

Course #:   CA30179
Date: 11/05/2008
Time: 9:00 AM to 4:00 PM
Section Notes: Class meets 3 times: 11/5, 11/19 & 12/10
Additional Meeting Dates: 11/19, 12/10

College: Capital   **Campus:** 950 Main St., Hartford   **Room:** 613

Fee: 259.00

Access 2007 - I (Introduction) NEW

Create a simple database using the latest version of Access. Learn how to design and build a database, manage data in a table, query a database, design forms and generate reports.

Required Text: None
Prerequisite: Moderate Windows experience.
Instructor: Gayle Pignone

Course #:   CA30544
Date: 10/10/2008
Time: 9:00 AM to 4:00 PM

College: Captial   **Campus:** 950 Main St., Hartford   **Room:** 604

Fee: 90.00

Access 2007 - I (Introduction)

Access 2007 is here! Learn basic database concepts, create tables, set data entry rules, and create queries, forms and reports.

Required Text: None
Prerequisite: Basic Windows, keyboard and mouse skills.
Instructor: Margaret Gordon

Course #:   MA30287
Date: 10/02/2008
Time: 9:00 AM to 4:00 PM

College: Manchester   **Campus:** Learning Resource Center   **Room:** B141

Fee: 90.00

Access 2007 - II (Intermediate) NEW

Build on the skills you acquired in Access Introduction, and learn how to create a relational database. Topics will include moving and deleting fields; modifying table structure; multiple data types; using hyperlinks in tables; creating lookup lists and input masks; modifying field properties; importing and exporting data; creating and modifying queries; customizing forms; modifying reports; creating basic data access pages; and managing database files.

Required Text: None
Prerequisite: Access 2007 - I (Introduction)
Instructor: Gayle Pignone

Course #:   CA30540
Date: 11/03/2008
Time: 9:00 AM to 4:00 PM

College: Capital   **Campus:** 950 Main St., Hartford   **Room:** 613

Fee: 90.00

Access 2007 - II (Intermediate)
Continue your exploration of Access 2007. Learn how to relate tables, use lookup fields, create sub-datasheets, complex queries, advanced form design, charts and pivot tables.

Required Text: None
Prerequisite: Access Introduction, or permission of the instructor or computer coordinator.
Instructor: Margaret Gordon

Course #: MA30284
Date: 10/09/2008
Time: 9:00 AM to 4:00 PM

College: Manchester   **Campus:** Learning Resource Center   **Room:** B141

Fee: 90.00

Access 2007 - III (Advanced)
Explore Access and SQL queries in depth, create cross tabs, four types of action queries, and multi-criteria parameter queries. Create macros and attach them to events of objects, such as data validation and data entry macros, AutoKey and AutoExec macros, and import and export macros. Import and export data, including SharePoint services, XML and CSV file formats; export XML documents with an XSL file, as well as save an object to an XPS file. You will learn object dependencies, using the Linked Table manager, linking to Excel; procedures to ensure proper database management, such as analyzing, splitting, converting, protecting and backing up databases; and use Access with Outlook 2007.

Required Text: None
Prerequisite: Access Intermediate, or permission of the instructor or computer coordinator.
Instructor: Margaret Gordon

Course #: MA30283
Date: 11/20/2008
Time: 9:00 AM to 4:00 PM

College: Manchester   **Campus:** Learning Resource Center   **Room:** B141

Fee: 90.00

Access: Building an Efficient & Effective Database
This 2-day course will teach you how to build an effective and efficient database for both the builder and the end-user with limited knowledge of Access. It will encompass tables, queries, forms, reports and macros. It will also include building a switchboard for easy use.

Required Text: None
Prerequisite: None
Instructor: Donna Achilli

Course #: TX30326
Date: 10/21/2008
Time: 9:00 AM to 4:00 PM
Section Notes: Bristol Career Center, 430 N. Main St. Bristol See receptionist for Room #
Additional Meeting Dates: 10/28

College: Tunxis   **Campus:** Bristol Career Center   **Room:** see notes

Fee: 200.00

Access Database Skills for Non-Programmers
This course teaches novice users how to create a full-featured Access relational database. Students will learn basic database concepts and progress to advanced database functions. The class will include discussion of database design concepts; tables; views; sorts; filters; relationships; queries; writing accurate criteria; report design; creating subtotals and totals; and creating lookups.

Required Text: None
Prerequisite: Basic Windows, keyboard and mouse skills.
Instructor: Margaret Gordon

Course #:   MA30274
Date: 10/16/2008
Time: 9:00 AM to 4:00 PM
Additional Meeting Dates: 10/23, 10/30

College: Manchester   **Campus:** Learning Resource Center   **Room:** B141

Fee: 260.00

Access, Excel, & Word: Choosing the Right Tool for the Job
Microsoft's palette of software programs, chief among them Access, Excel, and Word, have become universal tools for computer users in the workplace and at home. But which program is most suited to the specific job you're doing? Participants will be given a brief review of Microsoft Access, Excel, and Word. The first session will review general functionality of each application, including toolbars, menu commands, and common features. Participants will also learn clear definitions of the purpose of each program. In the second session, participants will explore the "overlapping" features of these applications (e.g. filtering and sorting data). There will be specific "best" usage examples of Access objects (tables, queries, etc.), Excel spreadsheets, and Word tables. The participant will also learn how to move information between the three programs and why you might do that; and how to link data between these applications.

Required Text: None
Prerequisite: Windows, keyboard and mouse skills; basic knowledge of Word, Access and Excel.
Instructor: Dorothy Weiner

Course #:   MA30288
Date: 10/20/2008
Time: 1:00 PM to 4:00 PM
Additional Meeting Dates: 10/27

College: Manchester   **Campus:** Learning Resource Center   **Room:** B141

Fee: 90.00

Access Macro Design for Forms and Switchboards

This 1-day course will teach you how to build macros that can be placed on forms, reports and building switchboards.

Required Text: none
Prerequisite: none
Instructor: Donna Achilli

Course #: TX30329
Date: 09/19/2008
Time: 9:00 AM to 4:00 PM
Section Notes: Bristol Career Center, 430 N. Main St. Bristol See receptionist for Room #

College: Tunxis   **Campus:** Bristol Career Center   **Room:** see notes

Fee: 110.00

Adobe Acrobat: Basics

Learn the basic operations of Adobe Acrobat, which allows users to reliably create, combine, and control Adobe PDF documents for easy, secure distribution, collaboration, and data collection. You will learn the tools in the Acrobat work area and apply them to create Adobe PDF files from a variety of sources such as Microsoft Office, e-mail or web pages while maintaining all the original formatting and fonts in newly created PDF files. Acrobat PDF editing techniques also will be discussed.

Required Text: Included in course fee.
Prerequisite: Basic Windows, keyboard and mouse skills; word processing experience recommended.
Instructor: Diana Lemcoff

Course #: MA30294
Date: 09/22/2008
Time: 9:00 AM to 4:00 PM

College: Manchester   **Campus:** Learning Resource Center   **Room:** B142

Fee: 135.00

Adobe Illustrator - Introduction

Adobe Illustrator is the industry standard for illustration programs in creating graphics that are suitable for print, multimedia and online. This course will introduce students to the Illustrator workspace and tools. As the program features are demonstrated, participants will have time to experiment and create/edit graphics in this hands-on computer class.

Required Text: None
Prerequisite: Basic Windows, keyboard and mouse skills; some graphic experience recommended.
Instructor: Valerie Scott

Course #: MA30295
Date: 11/24/2008
Time: 9:00 AM to 4:00 PM

College: Manchester   **Campus:** Learning Resource Center   **Room:** B141

Fee: 90.00

Adobe InDesign - I (Introduction)

InDesign is Adobe's advanced publishing software program used for page layout and design. The features of InDesign integrate Adobe Photoshop and Adobe Illustrator. This course will provide an overview of the InDesign workspace, placing and editing text and graphics, and applying precise typographic control. Note: This not an introduction to the PC.

Required Text: None
Prerequisite: Basic Windows, keyboard and mouse skills.
Instructor: Valerie Scott

Course #: MA30299
Date: 10/01/2008
Time: 9:00 AM to 4:00 PM

College: Manchester   **Campus:** Learning Resource Center   **Room:** B141

Fee: 90.00

Adobe InDesign - II (Intermediate)

This course examines the remarkable tools of the world's most popular page layout program, Adobe InDesign. It is designed to build upon the foundation established in the Adobe InDesign Introduction course. Some of the topics covered in the course include: importing and editing graphics, tabs, clipping paths, multi-page documents, colors, gradients, tints, and exporting to PDF.

Required Text: None
Prerequisite: Adobe InDesign Introduction.
Instructor: Valerie Scott

Course #: MA30298
Date: 10/15/2008
Time: 9:00 AM to 4:00 PM

College: Manchester   **Campus:** Learning Resource Center   **Room:** B141

Fee: 90.00

Adobe InDesign: Creating Art

Use Adobe InDesign to stylize text, illustrate and alter clip art. Adobe InDesign interfaces with Adobe Illustrator and Adobe Photoshop in the Creative Suites package. This exceptionally powerful layout program now allows you the freedom to create and alter art without switching programs.

Required Text: None
Prerequisite: Adobe InDesign Introduction.
Instructor: Valerie Scott

Course #: MA30296
Date: 11/12/2008
Time: 9:00 AM to 12:00 PM

College: Manchester   **Campus:** Learning Resource Center   **Room:** B141

Fee: 65.00

Adobe InDesign: Desktop Publishing Projects

Now that you have some experience with Adobe InDesign, it is time to put it to work! Quality page layout is the key to attractive brochures, catalogs, newsletters and flyers, etc. This course will provide information on basic design elements, making templates for your project, flowing and jumping the text, style guides, importing graphics and making a "dummy" (mock-up) of a multi-paged document.

Required Text: None
Prerequisite: Adobe InDesign Introduction, or permission of the instructor or computer coordinator.
Instructor: Valerie Scott

Course #: MA30297
Date: 10/29/2008
Time: 9:00 AM to 4:00 PM

College: Manchester   **Campus:** Learning Resource Center   **Room:** B141

Fee: 90.00

Adobe InDesign: PrePress

Are you preparing a file to go to a professional printer? If so, what do you need to do to make sure that electric file will go to press correctly? This course will cover basic file management in regards to color, (CMYK vs RGB), trapping, bleeds and crop marks, file size, bringing an art file into a layout program, links, fonts, and exporting a file into a PDF.

Required Text: None
Prerequisite: Adobe InDesign Introduction.
Instructor: Valerie Scott

Course #: MA30300
Date: 11/05/2008
Time: 9:00 AM to 12:00 PM

College: Manchester   **Campus:** Learning Resource Center   **Room:** B141

Fee: 65.00

Advanced Access Queries & Reports

This 1-day course will teach you how to build advanced queries and reports including basic and advanced calculation methods.

Required Text: None
Prerequisite: none
Instructor: Donna Achilli

Course #: TX30330
Date: 09/26/2008
Time: 9:00 AM to 4:00 PM
Section Notes: Bristol Career Center, 430 N. Main St. Bristol See receptionist for Room #

College: Tunxis   **Campus:** Bristol Career Center   **Room:** see notes

Fee: 110.00

Advanced Microsoft Word

This 1-day course will teach you the advanced functions of Word including mail-merge from other applications, macros, customized toolbars and menu options as well as advanced templates and automated fill-in forms.

Required Text: None
Prerequisite: None
Instructor: Donna Achilli

Course #: TX30331
Date: 10/03/2008
Time: 9:00 AM to 4:00 PM
Section Notes: Bristol Career Center, 430 N. Main St. Bristol See receptionist for Room #

College: Tunxis   **Campus:** Bristol Career Center   **Room:** see notes

Fee: 90.00

ASP.NET - Introduction

This course introduces building dynamic web applications with ASP.NET. It is geared toward students who have some programming experience. The course begins with the fundamentals of ASP.NET 2.0 and the ASP.NET programming model. Variables and operators, as well as the control structures, such as If-End If, Do-Loop, and For-Next constructs, will be covered. In addition ASP.NET data controls will be applied to manipulate a SQL server database. Some basic concepts in Visual Basic 2005 will also be covered. By the end of the course students will be able to build and deploy a simple ASP.NET web service.

Required Text: Included in course fee.
Prerequisite: Basic Windows, keyboard and mouse skills; some programming experience recommended.
Instructor: Steven Moore

Course #: MA30304
Date: 10/17/2008
Time: 9:00 AM to 4:00 PM
Section Notes: (LRC B142-10/17, 10/24) & (LRC B141-10/31, 11/07)
Additional Meeting Dates: 10/24, 10/31, 11/07

College: Manchester   **Campus:** Learning Resource Center   **Room:** B142

Fee: 418.00

Be Your Own PC Tech I

Why pay for expensive upgrades when you can learn how to do them yourself? This class covers hardware issues from the motherboard to the operating system. Practice RAM, expansion cards and peripheral device installations in a hands-on workshop with real parts. Learn how to configure drivers and troubleshoot your Windows operating system. Note: This class is for the beginner or intermediate PC user.

Required Text: None
Prerequisite: Basic Windows and PC hardware knowledge
Instructor: Stuart Lipman
Course #: MA30311
Date: 11/03/2008
Time: 9:00 AM to 4:00 PM
College: Manchester   **Campus:** Learning Resource Center   **Room:** B142
Fee: 90.00

Be Your Own PC Tech II

This class is for the more advanced PC user and will focus on the operating system. Learn how to reformat a hard drive, partition a hard drive and load Windows. Participants will discover how to add new cards such as video, sound or modem, and add new peripherals, including printers and scanners. Learn how to download and install driver updates from the manufacturers website.

Required Text: None
Prerequisite: Be Your Own PC Tech I, or permission of the instructor or computer coordinator.
Instructor: Stuart Lipman

Course #:   MA30312
Date: 11/10/2008
Time: 9:00 AM to 4:00 PM

College: Manchester   **Campus:** Learning Resource Center   **Room:** B142

Fee: 90.00

Customizing Windows: File & Folder Management

Make Windows XP more efficient by customizing the way you work with windows and manage your files. Participants will learn to modify the Start Menu for faster access to programs, files, drives and websites as well as systems for saving, renaming, organizing and managing files and folders making them easier to access and use.

Required Text: None
Prerequisite: None
Instructor: Jan Gyurko

Course #:   TX30368
Date: 12/05/2008
Time: 9:00 AM to 4:00 PM
Section Notes: Bristol Career Center, 430 N. Main St. Bristol See receptionist for Room #

College: Tunxis   **Campus:** Bristol Career Center   **Room:** see notes

Fee: 90.00

Dreamweaver - Introduction

This hands-on course is designed for people with no website design experience as well as those who have used FrontPage, Expression Web, or earlier versions of Dreamweaver. Learn how to design web pages, modify page and object properties, and preview web pages as you create them. You will also learn the basics of HTML coding, inserting, importing and editing content, website management and publishing pages to a web server.

Required Text: None
Prerequisite: Basic Windows, keyboard, mouse, and Internet skills.
Instructor: Margaret Gordon

Course #:   MA30313
Date: 11/03/2008
Time: 9:00 AM to 4:00 PM

College: Manchester   **Campus:** Learning Resource Center   **Room:** B141

Fee: 90.00

Excel 2003 - I (Introduction)

Develop the basic skills required to create and use a spreadsheet with Microsoft Excel. Learn to enter and edit data; create formulas; format elements of a worksheet. Topics include working with cells, rows and columns; moving and copying data; formulas; functions; formatting charts; and printing. Learn to use worksheet tabs as well as split, freeze and hide columns, rows and sheets.

Required Text: None
Prerequisite: Working knowledge of the Windows operating system.
Instructor: Debbie Lamont

Course #:   CA30277
Date: 09/25/2008
Time: 9:00 AM to 4:00 PM

College: Captial   **Campus:** 950 Main St., Hartford   **Room:** 613

Fee: 90.00

Excel 2003 - I (Introduction)

Develop the basic skills required to create and use a spreadsheet with Microsoft Excel. Learn to enter and edit data; create formulas; format elements of a worksheet; and insert charts. Topics include working with cells, rows and columns; moving and copying data; formulas; functions; formatting charts; and printing. Note: This course provides training for students using either 2003 or 2002 (XP) Microsoft Office versions.

Required Text: None
Prerequisite: Basic Windows, keyboard and mouse skills.
Instructor: Elizabeth Thomas

Course #:   MA30314
Date: 09/17/2008
Time: 9:00 AM to 4:00 PM

College: Manchester   **Campus:** Learning Resource Center   **Room:** B142

Fee: 90.00

Excel 2003 - I (Introduction)

Develop the basic skills required to create and use a spreadsheet with Microsoft Excel. Learn to enter and edit data; create formulas; format elements of a worksheet; and insert charts. Topics include working with cells, rows and columns; moving and copying data; formulas; functions; formatting charts; and printing.

Required Text:
Prerequisite: Working knowledge of the Windows operating system.
Instructor: Debbie Lamont

Course #:   QV30222
Date: 10/22/2008
Time: 9:00 AM to 4:00 PM

College: Quinebaug Valley   **Campus:** QVCC Willimantic Center   **Room:** 2

Fee: 90.00

Excel 2003 - II (Intermediate)

Learn to use additional functions, enter more complex formulas, insert charts, and apply more advanced formatting to charts. Learn to subtotal list data, use named ranges, list ranges, and Lookup Functions. Topics will include using worksheets; logical functions; styles; working with objects; 3D references; using Excel with the web; and using templates.

Required Text: None

Prerequisite: Excel 2003 - I (Introduction) or equivalent experience.

Course #: CA30285 **Date:** 10/06/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Debbie Lamont
College: CA **Campus:** 950 Main St., Hartford **Room:** 617 **Fee:** 90.00

Excel 2003 - II (Intermediate)

Learn to use additional functions, enter more complex formulas, insert charts, and apply more advanced formatting to charts. Learn to subtotal list data, use named ranges, list ranges, and Lookup Functions. Topics will include using worksheets; logical functions; styles; working with objects; 3D references; using Excel with the web; and using templates.

Required Text: None

Prerequisite: Excel 2003 - I (Introduction) or equivalent experience.

Course #: CA30549 **Date:** 10/16/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Debbie Lamont
College: CA **Campus:** 950 Main St., Hartford **Room:** 617 **Fee:** 90.00

Excel 2003 - II (Intermediate)

Learn to use additional functions, enter more complex formulas, and apply more advanced formatting to charts. Topics will include using worksheets; using lists; freezing; hiding rows or columns; logical functions; styles; working with objects; 3D references; using Excel with the web; and using templates. Note: This course provides training for students using either 2003 or 2002 (XP) Microsoft Office versions.

Required Text: None

Prerequisite: Excel Introduction, or permission of the instructor or computer coordinator.

Course #: MA30315 **Date:** 09/24/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Elizabeth Thomas
College: MA **Campus:** Learning Resource Center **Room:** B142 **Fee:** 90.00

Excel 2003 – II (Intermediate)

Learn to use additional functions, enter more complex formulas, and apply more advanced formatting to charts. Topics will include using worksheets; using lists; freezing; hiding rows or columns; logical functions; styles; working with objects; 3D references; using Excel with the web; and using templates.

Required Text:

Prerequisite: Excel 2003 Introduction or equivalent experience.
Course #: QV30177 **Date:** 10/29/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Debbie Lamont
College: QV **Campus:** QVCC Willimantic Center **Room:** 2
Fee: 90.00

Excel 2003 - III (Advanced)

Learn how to summarize, outline, and apply conditional formatting. Import and export data, and learn to use XML to share, map, and reuse data. Discover how to create, format, and modify PivotTables and PivotCharts to see just the information you need. Use various worksheet auditing and analysis tools, such as Evaluate Formula, Watch Window, Solver, and scenarios. Create and remove custom filters, work with shared workbooks, protect workbooks, track and review changes, and merge and consolidate data from worksheets. Finally, learn to customize the Excel working screen with custom toolbars, menus, and macros.

Required Text: None

Prerequisite: Excel 2003 Introduction and Intermediate. Moderate Windows experience.

Course #: CA30291 **Date:** 11/13/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Frank Wood
College: CA **Campus:** 950 Main St., Hartford **Room:** 617 **Fee:** 90.00

Excel 2003 Certificate

Learn the basics of spreadsheets and progress to the advanced features of Excel 2003. Topics: Introduction to Excel 2003 Intermediate Excel 2003 Advanced Excel 2003

Required Text: None
Prerequisite: Moderate Windows experience and keyboarding skills of 25 wpm strongly recommended.
Course #: CA30178 **Date:** 11/04/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Frank Wood
College: CA **Campus:** 950 Main St., Hartford **Room:** 613 **Fee:** 259.00
Section Notes: Class meets 3 times: 11/4, 11/18 & 12/02
Additional Meeting Dates: 11/18, 12/02

Excel 2007 - I (Introduction) NEW

Develop the basic skills required to create and use a spreadsheet with the latest version of Excel. Perform calculations, modify and format a worksheet, print workbook contents and manage large workbooks.

Required Text: None
Prerequisite: Basic Windows, typing, and mouse skills are required.
Course #: CA30203 **Date:** 10/20/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Debbie Lamont
College: CA **Campus:** 950 Main St., Hartford **Room:** 604
Fee: 90.00

Excel 2007 - I (Introduction)
Learn the exciting new features of Excel 2007: how to enter and edit data, use formulas, work with graphics, save workbooks, copy data and formulas, use functions, format worksheets, print, and create charts.

Required Text: None
Prerequisite: Basic Windows, keyboard and mouse skills.
Course #: MA30317 **Date:** 10/01/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Charles Schwartz
College: MA **Campus:** Learning Resource Center **Room:** B142 **Fee:** 90.00

Excel 2007 - II (Intermediate)
Continue exploring Excel 2007. Learn how to use, link and manage multiple worksheets and workbooks, create cell and name ranges, advanced formatting techniques, outline and subtotals, sorting and filtering, and advanced charting.

Required Text: None
Prerequisite: Excel Introduction, or permission of the instructor or computer coordinator.
Course #: MA30316 **Date:** 10/08/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Charles Schwartz
College: MA **Campus:** Learning Resource Center **Room:** B142 **Fee:** 90.00

Excel: Advanced Topics
Are you ready to dig deeper into Excel? This fun and fact filled course will teach you how to use the advanced functions that you only dreamed of using. Easy to understand methods and practical examples will give you the confidence to take your Excel skills to a higher level. Topics covered include: Ranges, Linking workbooks, 3D workbook formulas, If functions, Goal Seek tool, Scenario Manager, Formula Auditing, Advanced Filters, Grouping, Outlines, VLookUP, HLookUP, Pivot tables, Pivot charts and Macros.

Required Text: None
Prerequisite: Excel Intermediate, equivalent experience, or permission of the instructor or computer coordinator.
Course #: MA30318 **Date:** 10/22/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Margaret Gordon
College: MA **Campus:** Learning Resource Center **Room:** B142 **Fee:** 90.00

Excel: Data and Functions
Make sure you are tapping the full power of Excel with the features examined in this workshop. A comprehensive unit on data utilities including data filter, data form, and subtotals make this a course no frequent-user should go without. Special intermediate functions include using IF and Vertical Lookup in formulas, understanding financial functions and connecting formulas from many worksheets.

Required Text: None
Prerequisite: Excel Introduction.
Course #: MA30319 **Date:** 10/15/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Charles Schwartz
College: MA **Campus:** Learning Resource Center **Room:** B142 **Fee:** 90.00

Excel: Tips and Tricks
Discover the tricks that the pros use and learn how to work smarter, easier and faster. This course is designed for participants who know the basics of Excel and want to become more proficient. Topics include shortcut commands, quick input tricks, strategies for wide worksheets, and formulas designed to help you on your job.

Required Text: None

Prerequisite: Windows, keyboard and mouse skills; Excel Introduction.

Course #: MA30321 **Date:** 11/05/2008 **Time:** 1:00 PM to 4:00 PM
Instructor: Dorothy Weiner
College: MA **Campus:** Learning Resource Center **Room:** B141 **Fee:** 65.00

Expression: Web Page Creation - I (Introduction)
Microsoft's latest web design product is aptly named Expression and students will learn how to easily express their individual or business information on the web with the new program. Students will layout text on pages using HTML, build, create and maintain hyperlinks, create tables, and learn some techniques on how to publish websites to a web server.

Required Text: None

Prerequisite: Basic Windows, keyboard and mouse skills.

Course #: MA30323 **Date:** 11/05/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Margaret Gordon
College: MA **Campus:** Learning Resource Center **Room:** B142 **Fee:** 90.00

Expression: Web Page Creation - II (Intermediate)
Develop your web skills further with Expression Web. You will learn to design a website using layers and style sheets. Topics will include such time-saving features as creating, attaching, and editing internal, inline and external style sheets. Creating and customizing layers, along with best usage of layers, will also be discussed. An overview of how to investigate the XML code that is generated by Expression will be presented.

Required Text: None

Prerequisite: FrontPage, Dreamweaver or Expression Introduction, or permission of the instructor or computer coordinator.

Course #: MA30322 **Date:** 11/12/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Margaret Gordon
College: MA **Campus:** Learning Resource Center **Room:** B142 **Fee:** 90.00

FrontPage 2003 - I (Introduction)
Create your own web pages without any HTML tags. This hands-on course explores built-in templates. Familiar Microsoft tool bars easily create all the latest special effects for web pages. FrontPage is considered the standard in web page development and maintenance.

Required Text: None
Prerequisite: Windows, keyboard and mouse skills; basic knowledge of Internet and word processing.
Course #: MA30377 **Date:** 09/17/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Margaret Gordon
College: MA **Campus:** Learning Resource Center **Room:** B141 **Fee:** 90.00

FrontPage 2003 - II (Intermediate)
A continuation of FrontPage Introduction, this class takes you beyond the basics. Learn HTML tags, including critical META tags. Discover how to import a web; how to use shared borders; and the fundamentals of administering a web. Learn how to create frames; forms; dynamic pages; and web-based databases. FrontPage is an important and useful product for anyone considering establishing a web presence.

Required Text: None

Prerequisite: FrontPage Introduction, equivalent experience, or permission of the instructor or computer coordinator.

Course #: MA30376 **Date:** 09/24/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Margaret Gordon
College: MA **Campus:** Learning Resource Center **Room:** B141 **Fee:** 90.00

Getting the Most from Your Digital Images using Adobe Photoshop CS 3.0
While designed specifically with the photographer in mind, much of the material presented is of equal benefit to the graphic designer. This Photoshop course is intended for the beginning Photoshop user who wishes to learn how to optimize images acquired by a digital camera or by scanning negatives or prints. The course is based on the latest version of Photoshop CS and each student will have access to a computer providing a "hands-on" experience. The makeup of a digital image will be introduced and hardware and system requirements will be covered. Digital file management in Photoshop using Adobe Bridge as well as the types of files and file compression will be reviewed. Photoshop tools such as cropping, image resizing, adjustment layers, raw image conversion and the histogram will be introduced using examples from actual photographs. This twenty-four hour course will also include advanced topics such as layer masking, scanning techniques and tonal range and color adjustments. Basic techniques used to repair and retouch photographic images are introduced. Color management and digital printing considerations will help the student get top quality prints from their optimized digital images.

Required Text: Book Included
Prerequisite: No experience with Photoshop is necessary. Basic Computer Skills.
Instructor: John Fast

Course #:   TR30206
Date: 09/24/2008
Time: 9:00 AM to 4:00 PM
Section Notes: Class Meets 4 Times: 9/24, 10/1, 10/8 & 10/15
Additional Meeting Dates: 10/01, 10/08, 10/15

College: Three Rivers   **Campus:** Thames Valley   **Room:** 206

Fee: 350.00

Microsoft Office Access 2007
Get comfortable with the new Office 07 environment in Microsoft Access. Use the new features to: • Create databases and use templates • Tables, forms, queries & reports • Modify objects in Design View

Required Text: none

Prerequisite: none

Course #: TX30366 **Date:** 11/14/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Jan Gyurko

College: TX **Campus:** Bristol Career Center **Room:** see notes **Fee:** 90.00
Section Notes: Bristol Career Center, 430 N. Main St. Bristol See receptionist for Room #

Microsoft Office Excel 2007
Get comfortable with the new Office 07 environment in Microsoft Excel. Use the new features to: • Create simple, effective spreadsheets that include text and numeric data • Use formulas and functions to perform calculations • Apply formatting to rows, columns, and cells to make data more readable and interesting

Required Text: none

Prerequisite: none

Course #: TX30365 **Date:** 10/23/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Jan Gyurko

College: TX **Campus:** Bristol Career Center **Room:** see notes **Fee:** 90.00
Section Notes: Bristol Career Center, 430 N. Main St. Bristol See receptionist for Room #

Microsoft Office Word 2007
Get comfortable with the new Office 07 environment in Microsoft Word. Use the new features to: • Create and edit documents • Use formatting and page-layout functions • Use editing and proofing functions • Create graphics using SmartArt

Required Text: none

Prerequisite: none

Course #: TX30425 **Date:** 10/10/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Jan Gyurko

College: TX **Campus:** Bristol Career Center **Room:** see notes **Fee:** 90.00
Section Notes: Bristol Career Center, 430 N. Main St. Bristol See receptionist for Room #

MS Project 2003-1 Introduction
This one day, hands-on workshop covers project management basic and skills and addresses how to develop a project plan and manage execution of the project using the Microsoft Project™ software. This workshop is specifically oriented to product development projects. The workshop illustrates the project management process with an actual project and then reinforces understanding with a series of exercises using MS Project™. MS Project 2003™.

Required Text: Provided: Project 2003 Personal Trainer, O Reilly
Prerequisite: Basic Knowledge of MS applications
Instructor: Gary Shulman

Course #:   GW30492
Date: 09/26/2008
Time: 9:00 AM to 3:30 PM

College: GW   **Campus:** Gateway CC North Haven   **Room:** 128

Fee: 99.00

MS Project 2003-II (Advanced)
This one day, hands-on workshop covers project management intermediate skills and addresses how to develop a project plan and manage execution of the project using the Microsoft Project™ software. This workshop is specifically oriented to product development projects. The workshop illustrates the project management process with an actual project and then reinforces understanding with a series of exercises using MS Project™. The workshop can be adapted to cover the features available in MS Project 2003™.

Required Text: Project 2003 Personal Trainer by OReilly
Prerequisite: Ability to use basic MS Applications and MS Project I version 2003 or better
Instructor: Gary Schulman

Course #:   GW30494
Date: 09/29/2008
Time: 9:00 AM to 3:30 PM
Section Notes: MS Project 2003 Intermediate all materials supplied

College: Gateway CC   **Campus:** GWCC Nrth Haven   **Room:** 128

Fee: 99.00

Network+ Certification Preparation
Does your agency need you to acquire relevant network training to help them become more skillful in creating an effective computing environment? Network+ Certification is the standardized, internationally recognized credential for people who are striving to become network professionals. This course provides people with a structured setting in which to prepare for CompTIA's Network+ Certification examination. The course is designed for professionals who would benefit from a review before taking the Network+ exam. Certification testing is done through an authorized COMPTIA Network+ testing center such as Prometric, www.prometric.com.

Required Text: Included in course fee.

Prerequisite: Working knowledge of hardware and Windows XP; one to two years' minimum experience in networking.

Course #: MA30378 **Date:** 09/19/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Steven Moore
College: MA **Campus:** Learning Resource Center **Room:** B142 **Fee:** 430.00

Oracle Database 10g: Introduction to SQL
This course introduces you to Oracle Database 10g technology, relational database concepts, and the powerful SQL programming language. The course provides essential SQL skills of querying the database, the meta data, and creating database objects. The course also delves into advanced querying and reporting techniques, data warehousing concepts and manipulating large data sets in different time zones.

Required Text: Oracle Database 10g: Introduction to SQL English Student Kit, (value $200.00) is included in course fee.

Prerequisite: Familiarity with data processing concepts and techniques; ability to use a graphical user interface (GUI) recommended.

Course #: MA30379 **Date:** 10/31/2008 **Time:** 8:30 AM to 4:30 PM
Instructor: Charles Schwartz
College: MA **Campus:** Learning Resource Center **Room:** B142 **Fee:** 1,200.00
Banner CRN:
Section Notes: Does not meet 11/28.
Additional Meeting Dates: 11/07, 11/14, 11/21, 12/05

Outlook 2003 - I (Introduction)
Learn how to effectively send and receive e-mail messages, manage records, keep track of
completed/uncompleted tasks, and use mail management tools. Use calendar, update task information,
edit notes and customize menus and toolbars.

Required Text: None
Prerequisite: Windows experience.
Course #: CA30189 **Date:** 10/09/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Debbie Lamont
College: CA **Campus:** 950 Main St., Hartford **Room:** 617 **Fee:** 90.00

Outlook 2003 - II (Intermediate) NEW
Learn how to track work activities using the journal, set calendar and message options, share folder
information, manage tasks, customize outlook, and locate outlook items.

Required Text: None
Prerequisite: Outlook 2003 Introduction
Course #: CA30190 **Date:** 10/30/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Debbie Lamont
College: CA **Campus:** 950 Main St., Hartford **Room:** 613 **Fee:** 90.00

Outlook 2003 - Information Management
This course is designed to teach you how to use the various information management options available in
Outlook. The course outline is beyond just sending and receiving email. It includes managing your
calendar and group appointments, task management, utilizing templates and forms and so much more.

Required Text: none
Prerequisite: none
Course #: TX30327 **Date:** 09/12/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Donna Achilli
College: TX **Campus:** Bristol Career Center **Room:** see notes **Fee:** 90.00
Section Notes: Bristol Career Center, 430 N. Main St. Bristol See receptionist for Room #

Outlook 2007 - Introduction
Outlook 2007 is so much more than just email. It is your communication center. Learn how email,
calendar, contacts, tasks, notes, and the To Do bar are integrated, enabling you to work more efficiently.
Discover time-saving tips for Outlook, and explore the many new features that Outlook 2007 offers.

Required Text: None
Prerequisite: Basic Windows, keyboard and mouse skills.
Course #: MA30383 **Date:** 11/24/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Margaret Gordon
College: MA **Campus:** Learning Resource Center **Room:** B142 **Fee:** 90.00

PC Fundamentals with MS Office XP

Understand the Personal Computer. Learn to use the mouse, explore the Start Menu, examine My Computer and navigate Toolbars. Learn to customize the Desktop, understand the Window Controls, use the Help feature, and shut down the system. CEUs: 0.6

Required Text: None
Prerequisite: None
Course #: CA30180 **Date:** 09/23/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Frank Wood
College: CA **Campus:** 950 Main St., Hartford **Room:** 613 **Fee:** 90.00

PHP & MySQL Introduction: How to Create Web Forms and Capture Information - I (Introduction)

PHP & MySQL are popular, open-source technologies that are ideal for quickly developing database-driven Web applications. This intensive, hands-on course introduces the participants to the basics of PHP, explains how to set up and work with a MySQL database, and then demonstrates interactions between PHP and the database. Learn programming and database development techniques, build MySQL database driven web applications with PHP, and apply your learning to sample projects.

Required Text: Included in course fee.
Prerequisite: Basic Windows, keyboard and mouse skills; knowledge of basic database concepts is recommended. Programming and HTML experience highly recommended.
Course #: MA30386 **Date:** 09/18/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Charles Schwartz
College: MA **Campus:** Learning Resource Center **Room:** B142 **Fee:** 330.00
Banner CRN:
Section Notes:
Additional Meeting Dates: 09/25, 10/02

PHP and MySQL - II (Intermediate)

This continuation course builds on the concepts presented in PHP & MySQL Introduction and focuses on the planning, design, creation, and implementation of a web market basket database application. Of primary interest is the MySQL aspect of the project. Additional PHP concepts are introduced as necessary for the successful implementation of the database.

Required Text: Included in course fee.
Prerequisite: PHP and MySQL Introduction, or permission of the instructor or computer coordinator.
Course #: MA30388 **Date:** 10/09/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Charles Schwartz
College: MA **Campus:** Learning Resource Center **Room:** B142 **Fee:** 330.00

Polish Your Presentations Using PowerPoint

Polish your Presentations Using Powerpoint This one day introduction to PowerPoint includes an individual hands-on development of a PowerPoint presentation. The first part of morning session devoted to instruction. Second part of morning and first part of afternoon session is hands-on with demonstration of advanced features. The morning session will include the development of a simple presentation instructor lead step by step. Additional or advanced features will be demonstrated.

Required Text: Provided
Prerequisite: Basic understanding of MS Word
Course #:   GW30498
Date: 12/04/2008
Time: 9:00 AM to 3:30 PM
Instructor: Gary Schulman
Section Notes: Basic PowerPoint
College: Gateway CC   **Campus:** GWCC Nrth Haven   **Room:** 128
Fee: 99.00

PowerPoint 2003 -I (Introduction)

Create a professionally designed presentation using AutoContent. Modify the sequence of slides, promote and demote text, add speaker notes, add charts, use transitions and print. Select several types of preset presentation designs, add clip art and drawing objects, create and format a table and edit presentations.

Required Text: None

Prerequisite: Windows experience.

Course #: CA30187 **Date:** 10/07/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Debbie Lamont
College: CA **Campus:** 950 Main St., Hartford **Room:** 617 **Fee:** 90.00

PowerPoint 2003 - II (Intermediate)

Enhance your PowerPoint skills by exploring more features. Create a more sophisticated presentation from a template. Create presentations from documents. Modify Slide Masters, background and color. Format text for one slide and for all slides at the same time using slide and title masters. Learn about organization charts, diagrams and action buttons. Enhance presentations through WordArt and the Drawing toolbar using Format Painter. Customize Clip Art and apply Animation Effects. Finally, prepare presentations for delivery and insert Hyperlinks.

Required Text: None

Prerequisite: Introduction to PowerPoint or equivalent experience. Moderate Windows experience.

Course #: CA30188 **Date:** 10/21/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Debbie Lamont
College: CA **Campus:** 950 Main St., Hartford **Room:** 617 **Fee:** 90.00

PowerPoint 2007 - Introduction

The latest version of PowerPoint 2007 is notable for its new, user-friendly ribbon interface and powerful new features. Students will learn how to enter and format text, and add bullets, numbers, audio, clip art and video to their presentations. Students will also learn how to create slide transitions, slide animation and about the extensive printing features of the program when they create their slideshows.

Required Text: None

Prerequisite: Basic Windows, keyboard and mouse skills; word processing experience recommended.

Course #: MA30389 **Date:** 11/19/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Diana Lemcoff
College: MA **Campus:** Learning Resource Center **Room:** B142 **Fee:** 90.00

Powerpoint 2007

Get comfortable with the new Office 07 environment in Microsoft PowerPoint. Use the new features to: • Customize the PowerPoint 2007 environment • Use presentation views to maximize efficiency • Apply color and document themes • Create a basic presentation with text and graphics

Required Text: none
Prerequisite: none
Course #: TX30364 **Date:** 11/07/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Jan Gyurko
College: TX **Campus:** Bristol Career Center **Room:** see notes **Fee:** 90.00
Section Notes: Bristol Career Center, 430 N. Main St. Bristol See receptionist for Room #

Prepare for Network+ Certification

Obtain in-depth knowledge of Networking Technologies and best practices. Learn how to install and configure TCP/IP networks. Windows 2000 Server and Windows Server 2003 NOS are emphasized with hands-on labs. You will acquire the knowledge to pass CompTIA's Network+ Certification Exam.

Required Text:
Prerequisite: Strong technical knowledge and use of PC's. Proficient skills using Windows 98/2000/XP. A+ certification or equivalent knowledge and technical experience in the IT industry is desired but not required.
Instructor: Bruce Parrish

Course #:   NV30262
Date: 09/17/2008
Time: 9:00 AM to 4:00 PM
Additional Meeting Dates: 09/24, 10/01, 10/08, 10/15

College: Naugatuck Valley   **Campus:** NVCC   **Room:** F220

Fee: 529.00

Project 2003

Experience the power of Microsoft Project as a project management tool. You will learn the basics of launching MS project, opening files, examining the project window, and closing files. Learn to create new project files, work with tasks, use task relationships, fine-tune timelines, assign resources, get to the baseline, work with resource assignments, update project progress, adjust and track project, view project information and integrate MS Project with other applications.

Required Text: None

Prerequisite: Moderate Windows experience.

Course #: CA30191 **Date:** 12/04/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Gayle Pignone
College: CA **Campus:** 950 Main St., Hartford **Room:** 604 **Fee:** 199.00
Banner CRN:
Section Notes:
Additional Meeting Dates: 12/05

Publisher 2003 - I (Introduction)

Learn to create newsletters, brochures, cards, flyers, and more. Learn desktop publishing basics. This class will cover page-layout commands, working with frames, using graphics, and using templates and wizards.

Required Text: None

Prerequisite: Moderate Windows experience.

Course #: CA30193 **Date:** 12/09/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Debbie Lamont
College: CA **Campus:** 950 Main St., Hartford **Room:** 604 **Fee:** 99.00

Publisher 2003 Introduction

You can easily create distinctive, professional newsletters, brochures, cards, fliers and more. Even if you don't have any design or graphics experience, you will learn desktop publishing basics. This class will cover the essential elements of using Microsoft Publisher, including page-layout commands, working with frames, using graphics, templates and wizards.

Required Text: None
Prerequisite: Basic Windows, keyboard and mouse skills.
Course #: MA30391 **Date:** 11/13/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Diana Lemcoff
College: MA **Campus:** Learning Resource Center **Room:** B142 **Fee:** 90.00

Publisher 2003 - II (Intermediate)

Designed for those familiar with Publisher fundamentals, topics include using Wizards; manipulating clip art, WordArt and drawn objects; perfecting newsletters; creating four-fold publications; designing calendars and certificates; creating websites; mail merge; working with columns and tables; and extended formatting skills.

Required Text: None
Prerequisite: Publisher Introduction, equivalent experience, or permission of the instructor or computer coordinator.
Course #: MA30390 **Date:** 11/20/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Diana Lemcoff
College: MA **Campus:** Learning Resource Center **Room:** B142 **Fee:** 90.00

Setting Up and Securing Your Own Network

Have you ever wanted to learn more about your network and how you can improve its efficiency and security? Would you like to travel with your laptop computer and connect to email and Internet wirelessly? This is the course for you. You will learn how set up a small network, configure and secure a network router for both wired and wireless operation (WiFi) and learn how to share printers and other resources on the network.

Required Text: None
Prerequisite: Basic Windows, keyboard and mouse skills.
Course #: MA30392 **Date:** 11/18/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Stuart Lipman
College: MA **Campus:** Learning Resource Center **Room:** B141 **Fee:** 99.00

Transitioning from Microsoft Office 2003 to Office 2007

Take a look at the newest features, changes and benefits to switching to the newest version of Microsoft Office! Covers the programs affected by the new Fluent User Interface: Word, Excel, PowerPoint, Outlook

Required Text: none
Prerequisite: none
Course #: TX30427 **Date:** 10/16/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Jan Gyurko
College: TX **Campus:** Bristol Career Center **Room:** see notes **Fee:** 90.00
Banner CRN:
Section Notes: Bristol Career Center, 430 N. Main St. Bristol See receptionist for Room #

Using the Microsoft Suite Together as a Whole
This 1-day course will teach you how to use all of the applications in the Microsoft Office Suite together to give you a more efficient and effective electronic working tools.

Required Text: none

Prerequisite: none

Course #: TX30332 **Date:** 10/31/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Donna Achilli
College: TX **Campus:** Bristol Career Center **Room:** see notes **Fee:** 90.00
Section Notes: Bristol Career Center, 430 N. Main St. Bristol See receptionist for Room #

VB.NET and MySQL: Applied Database Concepts
Learn the core database concepts needed for the design, creation and manipulation of relational data. Topics to be discussed include conceptual, logical, and physical design; normalization and de-normalization; and database administration. The project for this course will cover the creation of an application, from design to deployment, using Visual Basic and MySQL. Areas of interest will include application design, database design, VB.NET database programming, and deployment of the finished application which will then be available in both source and binary form.

Required Text: Included in course fee.

Prerequisite: VB.NET Intermediate, or permission of the instructor or computer coordinator.

Course #: MA30393 **Date:** 12/04/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Charles Schwartz
College: MA **Campus:** Learning Resource Center **Room:** B142 **Fee:** 325.00
Additional Meeting Dates: 12/11, 12/18

VB.NET Programming - I (Introduction)
Visual Basic.NET (or VB.NET) is the latest generation of Visual Basic. It is designed to be the easiest and most productive tool for creating .NET applications, including Windows applications, web services and web applications. This course covers basic programming techniques and the basic information participants need to get started using VB.NET, including creating - opening - saving projects, understanding the development environment, variables, constants, assignment statements, scope, decisions, conditions, unary and binary operators, statements, blocks, the concept of classes, and modules. There will be discussions of Windows' user interfaces and how to create those interfaces with VB forms and controls. These concepts will be demonstrated on VB.NET software in a hands-on environment.

Required Text: Included in course fee.

Prerequisite: Windows, keyboard and mouse skills; basic knowledge of programming concepts.

Course #: MA30395 **Date:** 09/19/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Charles Schwartz
College: MA **Campus:** Learning Resource Center **Room:** B222 **Fee:** 395.00
Banner CRN:
Section Notes: The textbook included in this course fee is used in VB.NET Introduction and Intermediate.
Additional Meeting Dates: 09/26, 10/03

VB.NET Programming - II (Intermediate)

This class is a continuation of the Visual Basic.NET Introduction course. Topics included are Enhanced Decisions, Menus, Common Dialog Boxes, Methods, Sub-Procedures and Functions, Multiform Projects, Lists, Loops, and Arrays. These concepts will be demonstrated on VB.NET software in a hands-on environment. Additional Topics (as time allows) may include Introductions to Classes, Inheritance, Generalization vs. Specialization, Graphics, Animation, Sound, and Visual Web Developer.

Required Text: Student must bring textbook from VB.NET Introduction, or purchase the required text: Programming VB.NET 2005 + CD + 180 day trial software, 6th Edition, Bradley & Millspaugh, McGraw-Hill, ISBN: 9780073304274 (Cost of the text, approximately $105, is not included in VB.NET Intermediate course fee. Note: This text is used in VB.NET Introduction and Intermediate. If student did not take VB.NET Introduction and purchase the text for that course, the textbook is available at the college bookstore.)

Prerequisite: VB.NET Introduction.

Course #: MA30394 **Date:** 10/10/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Charles Schwartz
College: MA **Campus:** Learning Resource Center **Room:** B222 **Fee:** 295.00
Banner CRN:
Section Notes:
Additional Meeting Dates: 10/17, 10/24

VB.NET Programming: Principles of Object Oriented Programming

This course will cover the principles of Object Oriented Programming (OOP) in Visual Basic.NET. Topics covered will include the design and creation of classes including constructors/destructors, properties, methods, and access modifiers, and their use with classes, abstract data types, abstract classes and interfaces, and exception classes. The course will be taught in a hands-on format, giving students the opportunity to practice what they are learning as the course progresses.

Required Text: None

Prerequisite: VB.NET Introduction and Intermediate, or permission of the instructor or computer coordinator.

Course #: MA30405 **Date:** 10/24/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Catherine Seaver
College: MA **Campus:** Art Science Tech Ctr **Room:** C128 **Fee:** 180.00
Banner CRN:
Section Notes:
Additional Meeting Dates: 10/31

VBA (Visual Basic for Applications) - Introduction

Everyday tasks in Office applications such as Word, Excel, Access and PowerPoint can be performed easily using macros with Visual Basic for Applications (VBA). Learn how to use VBA to automate activities such as deleting duplicate data, printing multiple documents or reports, simplifying the user input process and transferring data from one application to another. This class will be taught in a hands-on format, giving students the opportunity to practice what they are learning as the course progresses.

Required Text: Included in course fee.

Prerequisite: Windows, keyboard and mouse skills; basic knowledge of Microsoft Office applications.
Course #: MA30407 **Date:** 12/05/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Catherine Seaver
College: MA **Campus:** Learning Resource Center **Room:** B222 **Fee:** 330.00
Additional Meeting Dates: 12/12, 12/19

Video Editing

Video capture, editing, and DVD authoring with Pinnacle Studio (Windows) This two day hands-on seminar covers the primary steps in using a non-linear editing system for capturing video through editing it, to authoring and burning a DVD. Schedule Morning #1: Video filming of participants in front of a green screen to produce a tape to be downloaded (captured) by the software package. Download of the video to computer. Afternoon #1: Using that video and another one supplied by the instructor, the class will edit the raw footage adding in/out transitions, titles, and other special effects as introduced by the instructor. Morning #2: Introduction to additional features including "Green Screen", music, and special effects using frame grabs, pan and zoom, followed by hands-on experimentation. Afternoon #2: DVD "menuing" and rendering followed by burning a DVD of the finished video. All Materials for these sessions are included.

Required Text: Supplied
Prerequisite: Basic Knowledge of Microsoft applications
Instructor: Dennis Carnine

Course #: GW30487
Date: 09/15/2008
Time: 9:00 AM to 3:30 PM
Section Notes: Two Day work shop, flash drives provided This course Runs for 2 Days Sept 15 and Sept 22

College: Gateway CC   **Campus:** GWCC North Haven Campus   **Room:** 136

Fee: 176.00

VISIO 2007: Essentials

This course teaches the basic functions and features of Visio Professional 2007. You will learn how to use stencils, scale and resize objects, draw basic shapes, manipulate compound lines, and distribute and group objects. You will also learn how to create diagrams, work with text, format shapes and lines, and apply a background page.

Required Text: Included in course fee.

Prerequisite: Basic Windows, keyboard and mouse skills; working knowledge of Word, Excel, Access, PowerPoint, and Outlook.

Course #: MA30408 **Date:** 09/15/2008 **Time:** 9:00 AM to 12:00 PM
Instructor: Russell Sabadosa
College: MA **Campus:** Learning Resource Center **Room:** B141 **Fee:** 210.00
Additional Meeting Dates: 09/22, 09/29

VISIO 2007: Next Step

This course builds on the concepts and skills taught in Visio Essentials. You will learn how to create and assign layers, work with themes and styles, customize stencil shapes, compare organization charts, and create PERT and Gantt charts. You will also learn how to integrate Visio with other Office programs, generate a website map, and draw a system diagram.

Required Text: Included in course fee.

Prerequisite: Visio Essentials, equivalent experience, or permission of the instructor or computer coordinator.

Course #: MA30409 **Date:** 10/06/2008 **Time:** 9:00 AM to 12:00 PM
Instructor: Russell Sabadosa
College: MA **Campus:** Learning Resource Center **Room:** B141 **Fee:** 210.00
Section Notes: Does not meet 10/13.
Additional Meeting Dates: 10/20, 10/27

Web Page Design - I (Introduction)

Learn every aspect of web design from planning to layout, inserting images, hyperlinks, style sheets, an overview of search engine optimization, how to create motion and interactivity, and more.

Required Text: None

Prerequisite: Windows 2000 or XP and Navigating the Internet or equivalent experience

Course #: CA30200 **Date:** 09/24/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Gayle Pignone
College: CA **Campus:** 95 Main St., Hartford **Room:** 617 **Fee:** 265.00
Additional Meeting Dates: 10/08, 10/22

Word 2003 - I (Introduction)

Create documents using Microsoft Word 2003. Learn how to create, edit, format, review, and print documents such as letters and memos and how to apply basic page, paragraph, header, footer, and character formatting functions. Insert tabs, indents, borders, and styles. Use spell check, tables, and learn to insert graphics.

Required Text: None

Prerequisite: Working knowledge of the Windows operating system.

Course #: CA30182 **Date:** 10/03/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Debbie Lamont
College: CA **Campus:** 950 Main St., Hartford **Room:** 617 **Fee:** 90.00

Word 2003 -II (Intermediate)

Expand your Word processing skills. Become proficient in sections, and columns. Learn about styles, templates and basic macros. Learn how to insert symbols, text effects, web links, and graphics into your documents. Create your own tables and produce charts from those tables. Learn how to save your document as a web document or create mailing labels and print them.

Required Text: None

Prerequisite: Word 2003 Introduction or equivalent experience and moderate Windows experience.

Course #: CA30183 **Date:** 10/14/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Debbie Lamont
College: CA **Campus:** 950 Main St., Hartford **Room:** 617 **Fee:** 90.00

Word 2003 - III (Advanced)

Work with Styles and Graphics. Include field references, insert Endnotes, apply layout and formatting techniques, use Master Documents, restrict permissions, design forms, and configure tables and charts. Learn to use linking, collaborating, comments, indexing and Table of Contents, XML. Work with macros.

Required Text: None

Prerequisite: Introduction and Intermediate Word 2003 or equivalent experience. Moderate Windows experience required.

Course #: CA30184 **Date:** 10/29/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Debbie Lamont
College: CA **Campus:** 950 Main St., Hartford **Room:** 617 **Fee:** 90.00

Word 2007 - I (Introduction)
Enter the new world of Word 2007. Learn how to create new documents, edit text, format text and paragraphs, create tables, headers and footers, breaks, print, find and replace text, and work with graphics.

Required Text: None

Prerequisite: Basic Windows, keyboard and mouse skills.

Course #: MA30411 **Date:** 10/07/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Bruce Manning
College: MA **Campus:** Learning Resource Center **Room:** B142 **Fee:** 90.00

Word 2007 - II (Intermediate)
Students will continue their exploration of Word 2007 and create styles, use outlines, define columns, print labels and envelopes, develop their own templates, diagram, use drawing tools, track revisions to documents, and create documents for the web.

Required Text: None

Prerequisite: Word Introduction, or permission of the instructor or computer coordinator.

Course #: MA30410 **Date:** 10/14/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Bruce Manning
College: MA **Campus:** Learning Resource Center **Room:** B142 **Fee:** 90.00

Word: Form Design and Creation
In the first half of the course, you will learn how to plan the layout of a Word document to create forms. Learn how to format tables, using forms as an input method to your tables. Learn how to set and control indentations, tabs and margins. Learn to use headers and footers. In the second half of the course, you will learn how to design printable and electronic forms with fields to be filled in by a computer user utilizing MS Word. Insert fields and use the power of all Word layout features to create clean looking and user friendly forms. You will learn helpful form design guidelines.

Required Text: None

Prerequisite: Word Introduction or permission of the instructor or computer coordinator.

Course #: MA30412 **Date:** 10/21/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Diana Lemcoff
College: MA **Campus:** Learning Resource Center **Room:** B142 **Fee:** 90.00

Word: Mail Merge
In this three-hour class, students will learn how to merge letters and envelopes by creating lists, accessing databases, text files and other data sources. Students will learn to prepare documents to be used in merges, create records in Word, and send customized letters and notifications. Learn how to print your merges on labels and envelopes.

Required Text: None

Prerequisite: Windows, keyboard and mouse skills; Word Introduction.

Course #: MA30413 **Date:** 12/01/2008 **Time:** 9:00 AM to 12:00 PM
Instructor: Diana Lemcoff
College: MA **Campus:** Learning Resource Center **Room:** B142 **Fee:** 65.00

Word: Templates and Macros

Learn how to use, create and distribute templates for documents to help you work more effectively. Explore and modify existing Word templates. Create macros to automate frequent tasks. Learn how to customize existing macros.

Required Text: None

Prerequisite: Word Introduction, or permission of the instructor or computer coordinator.

Course #: MA30414 **Date:** 11/06/2008 **Time:** 1:00 PM to 4:00 PM
Instructor: Diana Lemcoff
College: MA **Campus:** Learning Resource Center **Room:** B142 **Fee:** 65.00

Word: Tips and Tricks

Designed for individuals who know the basics of Word and want to become more proficient, this course will cover such topics as templates, shortcut keys, customizing their menus, styles, and more. Learn to work smarter, easier and faster.

Required Text: None

Prerequisite: Windows, keyboard and mouse skills; Word Introduction.

Course #: MA30415 **Date:** 11/04/2008 **Time:** 1:00 PM to 4:00 PM
Instructor: Dorothy Weiner
College: MA **Campus:** Learning Resource Center **Room:** B142 **Fee:** 65.00

XML - Introduction

This course provides a hands-on introduction to XML. Topics include: fundamentals of XML; comparisons of XML to HTML & XHTML; creating document type definitions; schemas; using parsers and Unicode; applications of cascading and extensible style sheets; document linking; database integration; and web services.

Required Text: Included in course fee.
Prerequisite: Familiarity with HTML and basic web page design concepts.
Course #: MA30416 **Date:** 10/30/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Charles Schwartz
College: MA **Campus:** Learning Resource Center **Room:** B142 **Fee:** 340.00
Additional Meeting Dates: 11/06, 11/13

ESSENTIAL BUSINESS SKILLS

Accounting I

In this hands-on course, you will learn basic concepts and practices of an accountant's role in providing managers with information to assist in their planning, control and decision-making activities. You will also go through the steps in the accounting cycle, including building reports in QuickBooks, Excel, and PowerPoint. You will be able to use a "real world" general ledger, spreadsheet, and presentation software. In addition, you will learn how to do charts (graphs) and vertical and horizontal analysis in Excel. Participants will be provided a disk and some additional notes during class.

Required Text: Financial and Managerial Accounting 9th Edition, Fess & Warren, Cengage, ISBN: 978-0324401882. Hardcover version is required. (Cost of text, approximately $211 is not included in course fee. Note: This text is used in Accounting I and II. Textbooks are available at the college bookstore.)

Prerequisite: Basic Windows, keyboard and mouse skills; familiarity with Excel.

Course #: MA30289 **Date:** 09/19/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: John Kelly
College: MA **Campus:** Learning Resource Center **Room:** B141 **Fee:** 225.00
Section Notes: Agency contacts will be notified if used textbooks become available at the college bookstore. Due to a limited supply, textbooks will be sold on a first come, first served basis.
Additional Meeting Dates: 09/26, 10/03, 10/10, 10/17

Advanced Supervisory Skills: Diversity, Coaching & Ethics

Have you been working in a supervisory or managerial role for at least a year? Have you completed a basic supervisory skills program? The supervisor/manager of today works with people of diverse backgrounds, provides coaching to improve performance, and operates with an emphasis on ethics. Participants will learn about the diverse workplace, develop skills to coach more effectively, address ethical dilemmas, and develop an understanding of ways to manage those dilemmas.

Required Text: None

Prerequisite: None

Course #: MA30441 **Date:** 11/13/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Ralph Braithwaite
College: MA **Campus:** Learning Resource Center **Room:** B144 **Fee:** 85.00

Communicating Effectively in Tough Situations

Strong interpersonal skills continue to rank among the top attributes employers seek whether hiring or promoting their key personnel. Why? The answer lies in the reality of the 21st century high demand workplace which requires inclusion and team work in the face of divergent needs and interests. This formula for conflict can only be conquered by employees who have both the intrapersonal and interpersonal skills to interact sensitively analytically and progressively as problem solvers in the most challenging situations. This interactive workshop will focus on specific concepts and strategies designed to assess and develop high powered, effective communication skills.

Required Text: None
Prerequisite: None
Instructor: Louise Summa

Course #:   TR30194
Date: 09/26/2008
Time: 9:00 AM to 4:00 PM
College: Three Rivers   **Campus:** Thames Valley   **Room:** 206

Fee: 85.00

Creating an Effective Presentation

Do you have to make presentations to your boss, your organization, your customers, or others? Do you have difficulty getting up in front of a group? Do your PowerPoint slides lack pizzazz? Does your audience fall asleep? If you answered "yes" to any of these questions, this workshop is for you. You will learn some basic techniques for making your presentation more interesting and exciting and learn to be more comfortable in front of a group. Some of the topics that will be covered include hints for a successful presentation, key aspects of a dynamic presentation, elements of an effective speech, overcoming speaking anxiety, developing effective PowerPoint slides, tips for communicating in stressful situations, handling hostile questions, effectively leading discussions, tips for being memorable, and more. You will receive a workbook full of useful information and guidelines to help you make your next presentation one that people won't soon forget. You need to bring a sample of a PowerPoint slide you currently use to the session for feedback. Bring it on a diskette or in another electronic format so that it can be displayed. Class time will be split between the PC lab and classroom.

Required Text: None

Prerequisite: Basic knowledge of PowerPoint.

Course #: MA30434 **Date:** 10/27/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Ralph Braithwaite
College: MA **Campus:** Learning Resource Center **Room:** B144 **Fee:** 85.00

Discovering Your Creative Genius

Be more creative at work. Tap into your creative genius by learning a variety of innovative brainstorming and problem solving techniques. Use creative thinking to solve the right problems. Discover ways to better "see" solutions. Learn fresh ways to view situations, understand core issues, and present ideas. Understand how creative thinking actually enhances your ability to solve real life problems.

Required Text: None
Prerequisite: None
Course #: MA30445 **Date:** 12/10/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Noreen Reilly
College: MA **Campus:** Learning Resource Center **Room:** B144
Fee: 85.00

Essentials of Project Management

Project management is an industry-wide, recognized discipline. It has become a key ingredient to insuring successful, on-time and on-budget projects. You should attend this course if you have or will lead a project in the future, or if you will be actively participating in a project. You will learn how to determine the scope, characteristics and success of a well-defined project; how to gather and document requirements; leadership essentials; what a work breakdown session is all about; and how to schedule, estimate and handle project closure.

Required Text: None

Prerequisite: None

Course #: MA30446 **Date:** 09/22/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: John Lombardo
College: MA **Campus:** Learning Resource Center **Room:** B144 **Fee:** 100.00

Grammar Bug-a-boos Demystified

Don't know how to use an apostrophe? Never use the word "whom" because it's just too darn confusing? Never sure if it's "between you and me" or "between you and I"? Couldn't say for sure where commas go? Semi-colons? This is the class for you. We will clarify and conquer these and other grammar mysteries. Feel free to bring your own grammar question and problems.

Required Text: none

Prerequisite: none

Course #: TX30363 **Date:** 10/16/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Debbie Fay
College: TX **Campus:** Bristol Career Center **Room:** see notes **Fee:** 90.00
Banner CRN:
Section Notes: Bristol Career Center, 430 N. Main St. Bristol See receptionist for Room #

The Killer Bs (Blahs, Boredom and Burnout)

Many employees reach a point in their career where they start worrying less about the position and more about the retirement date. In this course we will talk about ways to get through the tough times at work, laugh a little and figure out how to maybe love your job a little bit more again.

Required Text: none
Prerequisite: none
Course #: TX30335 **Date:** 10/23/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Jim Beland
College: TX **Campus:** Bristol Career Center **Room:** see notes **Fee:** 90.00
Section Notes: Bristol Career Center, 430 N. Main St. Bristol See receptionist for Room #

Making the Transition to Management

Moving into management is an exciting path, but it can also be riddled with pitfalls. This program focuses on the basic skills needed to make the transition to a supervisory or management role. Areas to be covered include defining the difference between a supervisor and a manager and outlining the responsibilities of a managerial position, including assigning and distributing work, monitoring and controlling performance, and reviewing and evaluating performance. The program will also provide overviews of training, leadership, communication, staffing, motivation, and administrative tasks. This is a good program for the new supervisor or the individual who wants to have a better understanding of the role of a supervisor or manager.

Required Text: None
Prerequisite: None
Course #: MA30457 **Date:** 09/29/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Ralph Braithwaite
College: MA **Campus:** Learning Resource Center **Room:** B144 **Fee:** 85.00

Mastering Presentation Delivery

This course is for the nervous, anxious no-confidence speaker. We will learn and practice solid delivery techniques, ways to calm nerves, preparation procedures, body movement, eye contact and handling Q&A time.

Required Text: none
Prerequisite: none
Course #: TX30362 **Date:** 10/02/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Debbie Fay
College: TX **Campus:** Bristol Career Center **Room:** see notes **Fee:** 90.00
Section Notes: Bristol Career Center, 430 N. Main St. Bristol See receptionist for Room #

Packaging Yourself Professionally

Getting yourself and your talents known is essential to success. Focus attention on yourself and your team by learning how to: find beneficial support groups; create mentor relationships; and develop dynamic networking skills. Discover and maximize your assets by: projecting an image of confidence and capability; dressing for success; re-energizing yourself and your team with positive thinking and enthusiasm; changing your self-talk to overcome doubt and fear; concentrating on solutions, not complaints; and determining how your appearance, attitude and demeanor affect your opportunities and achievements.

Required Text: None
Prerequisite: None
Course #: TX30350 **Date:** 10/27/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Anne Peck
College: TX **Campus:** Bristol Career Center **Room:** See Notes **Fee:** 90.00
Section Notes: Bristol Career Center, 430 North Main Street, Bristol Room # posted

Plan B Marketing

This is a continuation of the Non-Traditional Advertising Course, as well as a perfect way for first-timers to look at ways to promote their agency other than through traditional channels. The course examines cost effective non-traditional marketing, corporate partnerships and cross-branding of agencies with traditional companies.

Required Text: none

Prerequisite: none

Course #: TX30334 **Date:** 09/09/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Jim Beland
College: TX **Campus:** Bristol Career Center **Room:** see notes **Fee:** 90.00
Section Notes: Bristol Career Center, 430 N. Main St. Bristol See receptionist for Room #

Positive, Powerful & Persuasive Presentations

Learn how to be a more powerful, high impact presenter to achieve results in your organization. Enhance your confidence, overcome your fears, and remain poised under pressure. Determine your goals and objectives, analyze the needs of the audience, and develop your own personal style. Design effective presentations based on the topic, audience, number of people, timeframe, complexity of the material, room layout, interest and knowledge of the audience. Learn how to handle Q & A sessions, prepare for the unexpected, and manage difficult people. Enhance your delivery skills including: facial expressions, gestures, eye contact, pausing, tone, voice inflection, volume, and pacing. Develop your content including: organization, word choice, clarity, conciseness, and overall effectiveness. Learn techniques for engaging your audience and making your message memorable. Participants are encouraged to deliver a 3-5 minute presentation on any topic; so they can receive feedback in a positive, supportive environment. (Delivering a presentation is not a requirement of this workshop).

Required Text:
Prerequisite:
Instructor: Noreen Reilly

Course #:   AS30480
Date: 10/29/2008
Time: 9:00 AM to 4:00 PM

College: Asununtuck   **Campus:** Main   **Room:**

Fee: 85.00

Presenting for Results

How many times have you given a presentation only to find that your audience didn't get your point or act on it? Stop wasting your time and theirs. This one day seminar will give you solid, easy to use tools for creating presentations that get your point heard and your objective accomplished. Best of all, you'll enjoy the process because you will have an audience that is engaged and enthusiastic. We will cover audience assessment, presentation building, creating and delivering effective visual aids and avoid audience distracters. Attendees may bring presentations currently under development.

Required Text: none

Prerequisite: none

Course #: TX30361 **Date:** 09/24/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Debbie Fay
College: TX **Campus:** Bristol Career Center **Room:** see notes **Fee:** 90.00
Section Notes: Bristol Career Center, 430 N. Main St. Bristol See receptionist for Room #

Professional Speaking Certificate

Professional Speaking Certificate Program Do you often find yourself in a situation where you have to "say a few words"? Do you want to put your best foot forward when you're in the limelight? This certificate program is aimed at improving speaking skills in both informal and formal settings. We'll focus on developing becoming more articulate whether we have to speak "off the cuff" or in situations that allow for plenty of practice. Students will get plenty of practice and learn techniques to bring out the best in their public speaking styles. Come and conquer one of Americans' greatest fears—the fear of public speaking. Speech Writing: When you have to "say a few words," do the butterflies work overtime in your stomach? Help win the battle of the nerves by learning how to give a great speech. Increase your verbal presentation power by preparation. This workshop will help you to pre-write speeches, develop and support key concepts with interesting anecdotes, insert humor (without forgetting punch lines), etc. Students will prepare a speech to be presented at a later session. Off the Cuff: The Art of Impromptu Speaking: Make a hit speaking in public even when you don't have days to prepare. This course helps you to develop impromptu speaking skills. We'll teach you techniques and skills in warming up the audience, gathering your thoughts quickly, gathering audience participation, and much more. What's my Line? Using Improvisation Theatre Techniques to Enhance Public Speaking: Come, get in the act! This course will use improvisational theatre techniques to help develop professional speaking skills. It will help you gain confidence in front of a group and take the risks that all successful speakers take.

Required Text: None

Prerequisite: None

Course #: CA30207 **Date:** 10/09/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Margaret DeMarino
College: CA **Campus:** 950 Main St., Hartford **Room:** 303 **Fee:** 269.00
Section Notes: Class meets 3 times: 10/9, 10/16 and 10/23
Additional Meeting Dates: 10/16, 10/23

Real World Procedure Writing ONLINE

This course is delivered fully online using Blackboard Vista. Before you register for this online course check with your IT department regarding possible access procedures that might prohibit online interaction. For information and computer requirements go to http://ctdlc.org/help. Are you tasked with writing procedures and looking for a manageable approach? Is call volume increasing on your help line? Are you getting repeat questions and wish you had a FAQ document? Not sure what constitutes a "good" procedure? This grounded-in-reality course will teach you how to write procedures that are painless, manageable, and usable. Learn: * effective strategies for pre-writing and writing * guidelines for using graphics and design * requirements for writing procedures that will be used online (intranet or internet) * techniques for editing, revising, and proofreading This online course features weekly writing and editing exercises drawn from real-world business and offers job aids and checklists you can put to immediate use in your job. Weekly reading assignments ("lectures") can be downloaded and read at any time. A course chat room lets you ask questions, collaborate with classmates, and even look for solutions to challenges in your own on-the-job projects. Students should be able to commit at least 3 hours per week to this online course.

Required Text:
Prerequisite:
Instructor: Whitney Potsus
Course #:   NW30242
Date: 09/24/2008
Time: 9:00 AM to 4:00 PM
Section Notes: This course meets online September 22 - October 24, 2008
College: Northwestern CT   **Campus:** Northwestern CT CC   **Room:** ONLINE
Fee: 245.00

Spanish for the Workplace I

The objective of this course is to present realistic situations and specialized vocabulary that workplace professionals need to communicate with Spanish speaking employees, clients and co-workers. Personalized questions, basic Spanish grammar exercises, role-plays, and reality-based activities will provide you with opportunities to practice the basics of Spanish. Topics to be covered: • Introduction to Spanish sounds and the alphabet • Greetings and farewells • Asking for information and other polite requests • Numbers, dates, days of the week and months of the year • Time • Critical verbs • Cross-cultural communication including do's and taboos

Required Text: None
Prerequisite: None
Course #: MA30476 **Date:** 09/24/2008 **Time:** 1:00 PM to 4:00 PM
Instructor: Linda Burk, Ph.D.
College: MA **Campus:** Lowe **Room:** L240 **Fee:** 85.00
Additional Meeting Dates: 10/01

Spanish for the Workplace II

The object of this course is to offer a continuation of Spanish for the Workplace. More time will be spent practicing situations using the key phrases and vocabulary that were presented in the initial course. Personalized questions, basic Spanish grammar exercises, role-playing and reality-based activities will provide more opportunities to practice beginning basic Spanish. Topics include refining correct Spanish pronunciation, asking for information and making requests, the grammatical point of "ir + a + an infinitive" to express the idea of future action and "acabar + de + an infinitive" to express recently completed action. This course will also practice critical verbs and cross-cultural communication.

Required Text: None
Prerequisite: Spanish for the Workplace I, or permission of the instructor.
Course #: MA30477 **Date:** 10/22/2008 **Time:** 1:00 PM to 4:00 PM
Instructor: Linda Burk, Ph.D.
College: MA **Campus:** Learning Resource Center **Room:** B144 **Fee:** 85.00
Additional Meeting Dates: 10/29

Spontaneous Speaking

Have you ever been tongue-tied or unable to answer a question that was thrown at you unexpectedly? Learn how to handle yourself more effectively in meetings, one-on-one conversations or fielding questions during a presentation. This class will give you the practical experience you need to be more spontaneous, quick on your feet, and more successful at handling unexpected situations. The course will start out at a slow, relaxed pace and then accelerate later in the day. The seminar is designed to put you at ease, stretch your skill level and help you gain more confidence.

Required Text: None
Prerequisite: None
Course #: MA30438 **Date:** 10/17/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Noreen Reilly
College: MA **Campus:** Learning Resource Center **Room:** B144
Fee: 85.00

Spontaneous Speaking - Advanced

This class will provide more opportunities for you to "think on your feet." The topics will be more diverse and range from 1-3 minutes. You will have multiple opportunities to practice and enhance your skills. Positive, helpful feedback will be provided by the instructor and participants. This session will be hands-on and interactive, with very little lecture. Learn to be even more confident and comfortable thinking on your feet!

Required Text: None
Prerequisite: No experience is necessary. Spontaneous Speaking, or another impromptu speaking class, or some prior experience is helpful, but not required. We'll do a quick review and get you up to speed.
Course #: MA30439 **Date:** 12/03/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Noreen Reilly
College: MA **Campus:** Learning Resource Center **Room:** B144
Fee: 85.00

Train the Trainer: Group Dynamics & Facilitations Skills

Discover valuable facilitation techniques for managing people in training sessions and/or business meetings. Learn how to create a conducive environment that promotes learning in the classroom and productivity in a meeting. Understand ways to encourage positive communications to maximize people's potential; while also supporting your goals and objectives. Become aware of your own strengths and areas to develop as a facilitator. Find out ways to manage difficult people and other conflicts. Develop ways to effectively handle side bar conversations, negative attitudes, and difficult questions. You are encouraged to bring along your best tips and strategies to share with the group. Participants will have an opportunity to practice and enhance their facilitation and classroom management skills during class.

Required Text:
Prerequisite:
Instructor: Noreen Reilly

Course #:   AS30483
Date: 11/12/2008
Time: 9:00 AM to 4:00 PM

College: Asnuntuck CC   **Campus:** Main   **Room:**

Fee: 85.00

Train the Trainer: Platform & Delivery Skills

Learn more about the training and development field and what it takes to create and deliver successful training programs. Participants will learn a variety of techniques for delivering effective presentations, including: understanding adult learning styles, handling questions, training do's and don'ts, and other tricks of the trade. Delivery: • Tips for reducing anxiety • Verbal and non-verbal communication • Handling difficult participants • Anticipating and dealing with the unexpected • Creating audience rapport Miscellaneous: • Trainer's checklist • Audience needs assessment • Evaluation forms (administering)

Required Text:
Prerequisite:
Instructor: Noreen Riley

Course #:   AS30497
Date: 11/05/2008
Time: 9:00 AM to 4:00 PM

College: Asnuntuck CC   **Campus:** Main   **Room:**

Fee: 85.00

Working Together on Project Management

Work environments tend to foster rugged individuals working on personal goals for personal gain. This class will help project managers create effective teams and foster team work and team building in a project management environment. Get the information you need to develop team work and effective work teams in your organization's project team building and project team development. The class will cover specific topics for Project Teams, including: •What is a team player •Skills needed for team work •Team development •Team roles •Team concept •Key team ingredients.

Required Text: None

Prerequisite: None

Course #: MA30474 **Date:** 11/17/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: John Lombardo
College: MA **Campus:** Learning Resource Center **Room:** B144 **Fee:** 100.00

Writing Workshop: Setting the Appropriate Tone

Have you ever tried to communicate something, and been unsure that you set the intended tone? In this course, we will examine the purpose of communication (communicating exactly what you mean to say.) Participants will practice communicating an appropriate tone by revising items previously written and creating new ones.

Required Text: None

Prerequisite: None

Course #: MA30459 **Date:** 10/16/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Marisa Rubera
College: MA **Campus:** Learning Resource Center **Room:** B144 **Fee:** 85.00

Writing Web Content ONLINE

Please note: This course is delivered fully online using Blackboard Vista. For information and computer requirements go to http://ctdlc.org/help. Check with your IT department about access procedures that might prohibit online interaction. Writing for the Web isn't just about writing to be read - it's also about writing to be found! The Web requires us to take what we know about language and presentation and adapt it to ever-changing technologies and to the ever-decreasing attention spans of readers. While it's an exciting environment, it presents new challenges for business writers. Whether you're writing e-zines or e-newsletters, marketing or public relations materials, or general business communications, this course will help you develop the skills you need!

Required Text:
Prerequisite:
Instructor: Whitney Potsus

Course #:   NW30243
Date: 10/27/2008
Time: 9:00 AM to 4:00 PM
Section Notes: This course meets online October 27 - November 21, 2008

College: Northwestern CT CC   **Campus:** Northwestern CT CC   **Room:** ONLINE

Fee: 245.00

Writing Winning Grant Proposals

The Course entitled Writing Winning Grant Proposals will thoroughly review the principles necessary in successful grant-seeking. The course will cover topics including: efficient grant research, effective proposal development, cultivating potential grant funders, preparation of the executive summary and common writing pitfalls. A panel discussion with representatives from regional foundations will be held on the second day of class. Participants will have access to a computer lab enabling them to learn online grant research methods, and participate in a hands-on grant writing exercise.

Required Text: none

Prerequisite: none

Course #: TX30462 **Date:** 10/17/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Scot Scala
College: TX **Campus:** Bristol Career Center **Room:** see notes **Fee:** 180.00
Section Notes: Bristol Career Center, 430 N. Main St. Bristol See receptionist for Room #
Additional Meeting Dates: 10/24

You Have All Kinds of Time!

Slow time, fast time, creative time, down time…. Come explore hands-on strategies for shaping your use of time to suit your dreams, goals, and pace. Learn to schedule activities for your most productive periods and determine which activities are life-savers or life sappers. Those who feel overwhelmed or feel they are not producing as effectively or efficiently as they would like will have the luxury of examining their own challenges in the company of lots of fellow travelers. All aboard - the train is leaving the station!

Required Text: None
Prerequisite: None
Instructor: Kathleen O
Course #:   TR30196
Date: 10/10/2008
Time: 9:00 AM to 4:00 PM
College: Three Rivers   **Campus:** Thames Campus   **Room:** 206
Fee: 85.00

PRODUCTIVITY SOLUTIONS

7 Habits of Highly Effective People for Managers

7 Habits Manager (2 full days of the latest Management Training); from Franklin Covey. The 7 Habits for Managers provides you with the "mountaintop insights" that will enable you and your team to reach the summit of what you can achieve together. ♣Here are some things that you will experience with 7 Habits of Managers: You'll find out how to use your own resourcefulness and initiative to break You'll discover the "hidden resources"♣through the barriers to superb results.   You'll define the great contribution you are♣all effective managers call upon. Your every action as a manager♣capable of making in your role as a manager.   You'll be less crisis-driven and more in control of♣will be highly purposeful.   You'll execute your most important goals with excellence.♣your key priorities.   You'll♣ You'll develop a team that's highly motivated to perform superbly. ♣ You'll learn how to♣build a team that trusts you and is trustworthy in turn.   You'll give honest and accurate♣diagnose problems accurately and quickly.   You'll be able to deal♣feedback that builds relationships and gets results.   You'll be able to find strikingly creative♣more productively with conflict.   You'll unleash the great potential of♣solutions to problems and opportunities.   You'll continuously improve the performance of your team.♣each team member. This work shop can be facilitated in two days or four half days. THE HABIT THE You'll find out how to use your own♣ ®PROMISE Habit 1: Be Proactive resourcefulness and initiative to break through the barriers to superb results. You'll discover the "hidden resources" all effective managers call upon. Habit♣ You'll define the great contribution you are♣ ®2: Begin With the End in Mind Your every action as a manager♣capable of making in your role as a manager.   You'll be less♣ ®will be highly purposeful. Habit 3: Put First Things First You'll execute your♣crisis-driven and more in control of your key priorities. You'll develop a♣ ®most important goals with excellence. Habit 4: Think Win-Win You'll build a team that♣team that's highly motivated to perform superbly. trusts you and is trustworthy in turn. Habit 5: Seek First to Understand, Then You'll learn how to diagnose problems accurately and♣ ®to Be Understood You'll give honest and accurate feedback that builds relationships♣quickly.   You'll be able to deal more productively♣ ®and gets results. Habit 6: Synergize You'll be able to find strikingly creative solutions to♣with conflict.   You'll unleash the great♣ ®problems and opportunities. Habit 7: Sharpen the Saw You'll continuously improve the performance of♣potential of each team member. your team.

Required Text: All participant materials are provided
Prerequisite: None
Instructor: John Vincze
Course #:   GW30506
Date: 11/04/2008
Time: 9:00 AM to 3:30 PM
Section Notes: This is a two (2) day workshop November 4 and 6, If participants are identified, there is prework.
College: Gateway CC   **Campus:** GWCC North Haven   **Room:** 227
Fee: 258.00

7 Habits Maximizer- Franklin Covey

7 Habits Maximizer Maximize Your 7 Habits Training Investment FranklinCovey's The 7 Habits of Highly Effective People Maximizer Workshop is a one-day application experience for past participants of other 7 Habits workshops. It makes an ideal "refresher" or renewal course by not only reviewing the principles, and by focusing on specific applications of The 7 Habits in the workplace.
Required Text: Workshop Materials are supplied
Prerequisite: 7 Habits. Participants are to bring their planners. Sample one month planners may be provided in the absence of the regular planner.
Instructor: John Vincze
Course #:   GW30499
Date: 10/14/2008
Time: 9:00 AM to 3:30 PM
Section Notes: Please bring Planners if you have them...if we can identify participants..there will be pre-work
College: Gateway CC   **Campus:** GWCC North Haven   **Room:** 227
Fee: 99.00

Adjusting To Change In the Work Place

Adjusting to change requires an adjustment to loss, expectations and circumstance. This class takes the individual through a step-by-step process that encourages personal and professional growth and teaches how to deal with change when it is unexpected or unwanted.

Required Text: None

Prerequisite: None

Course #: TX30419 **Date:** 12/10/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Lisa Crofton
College: TX **Campus:** Bristol Career Center **Room:** See Notes **Fee:** 90.00
Section Notes: Bristol Career Center, 430 North Main Street, Bristol Room # posted

Advanced Business Writing

Communication can make or break a career or an organization. Led by a professional writer, this course is designed to provide a quick fix and a healthy start for tackling written business communication problems. Participants will be given an overview of common obstacles to good writing in the workplace and will be provided with hands-on techniques to solve them. Typical problems to be addressed include: How to write (and get others to write) letters and memos that are concise and convincing, how to deal with difficult people and negative situations in writing, avoiding jargon and sexist language, and a list of grammatical and style references that are useful in the workplace. Participants are requested to bring in writing samples from their offices.

Required Text: None

Prerequisite: None

Course #: CA30229 **Date:** 12/03/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Margaret DeMarino
College: CA **Campus:** 950 Main St., Hartford **Room:** 301 **Fee:** 85.00

Appreciative Team Building for Managers

Have you ever felt discouraged because your team was not performing optimally? As a manager, your primary role is to lead your team and inspire its members to action. Some days it seems easier than others. Appreciative team building is based on a model of inquiry and discovery to draw on the strengths and best practices of each of your team members. Learn how to enhance your teams performance by igniting engaging conversations and motivating them to participate in positive collaborative action.

Required Text: none

Prerequisite: none

Course #: TX30356 **Date:** 11/13/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Alicia Davis
College: TX **Campus:** Bristol Career Center **Room:** see notes **Fee:** 90.00
Section Notes: Bristol Career Center, 430 N. Main St. Bristol See receptionist for Room #

Assertiveness Training: Getting Your Point Across (Nicely)

This program is designed for all professionals who want to gain skills dealing more cooperatively and constructively with bosses, co-workers, friends and family members. Understand the differences between assertive, aggressive, passive, and passive aggressive behaviors. Learn how to communicate what's on your mind in a positive, proactive way; that gets results. Discover the underlying messages you are unknowingly conveying with your body language, voice, and word choice. Learn strategies to increase your comfort level and gain more confidence in your day to day communications. There will be activities and role playing opportunities to reinforce and support your skills. (The instructor will provide a safe, comfortable environment).

Required Text:
Prerequisite:
Instructor: Noreen Reilly
Course #:   AS30521
Date: 10/01/2008
Time: 9:00 AM to 4:00 PM
College: Asnuntuck CC   **Campus:** Main   **Room:**
Fee: 85.00

Better Work Relationships

The first step in building better work relationships is to become aware of the differences among people and to be willing to accept these differences as a positive force within an organization. This class will prepare you to create better work relationships by becoming a "conscious communicator." You'll return to work better able to build constructive and beneficial work relationships. How You Will Benefit: •Build better rapport and gain the trust of your colleagues •Discover the basic competencies critical to solid work relationships. •Develop flexibility in actions, thoughts and feelings to better handle any situation •Avoid mistakes and conflicts that may result from misinterpreting others or ineffective listening •Learn how to use direct and indirect messages accurately •Build your self-esteem as you discover a new self-awareness •Identify strengths, weaknesses and opportunities in your work relationships •Understand emotions and how they translate into emotional intelligence •Master the keys to excellent communication: observe, listen, analyze, plan, and communicate.

Required Text: None
Prerequisite: None
Course #:   MA30433
Date: 11/03/2008
Time: 9:00 AM to 4:00 PM
Instructor: John Lombardo
College: MA **Campus:** Learning Resource Center **Room:** B144
Fee: 85.00

Boost Your Brain Power

Discover ways to boost your brain power using various games and activities designed to activate both sides of your brain. This class incorporates Howard Gardner's multiple intelligences, left brain and right brain skills and tasks, and Nuerobic exercises — aerobics for the brain. This new approach to learning will help stimulate the neurons in your brain so you can actually think more creatively.

Required Text:
Prerequisite: This hands-on session applies knowledge learned in: Using Both Sides of Your Brain, Multiple Intelligence's, and Critical & Creative Thinking. Please note: these classes are recommended but not required.
Instructor: Noreen Reilly
Course #:   AS30496
Date: 10/27/2008
Time: 9:00 AM to 4:00 PM
College: Asnuntuck CC   **Campus:**   Main **Room:**
Fee: 85.00

Budget Planning and Management NEW

Learn the fundamental concepts of budgeting. Learn to build and analyze a budget for a project or department. Topics to be covered include financial accounting, planning and analysis. Class instruction will be supplemented with examples, discussions, and culminate with a hands-on budget planning exercise.

Required Text: None
Prerequisite: None
Course #: CA30256 **Date:** 10/28/2008 **Time:** 8:30 AM to 12:00 PM
Instructor: Peter Sheldrick
College: CA **Campus:** 950 Main St., Hartford **Room:** 317 **Fee:** 79.00
Section Notes: Please note 8:30am class start time!

Budgeting Basics

This workshop is for non-financial employees who want to learn the basics of preparing and managing a budget. Personal budgeting examples will be illustrated.

Required Text: None
Prerequisite: None
Course #: CA30255 **Date:** 10/08/2008 **Time:** 9:00 AM to 12:00 PM
Instructor: Carl Christie
College: CA **Campus:** 950 Main St., Hartford **Room:** 317 **Fee:** 69.00

Building Writing Basics

This program is designed to reacquaint you with the basics of writing and grammar, while increasing your comfort level with the writing process. Learn how to eliminate writer's block and create simple and effective correspondence. A practical grammar and punctuation review is included, with an emphasis on avoiding common mistakes.

Required Text: None
Prerequisite: None
Course #: CA30228 **Date:** 10/02/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Margaret DeMarino
College: CA **Campus:** 950 Main St., Hartford **Room:** 301 **Fee:** 85.00

Collaborative Negotiation

The need to negotiate successful outcomes with internal and external customers is a daily occurrence in the work environment. Collaborating to optimize the results of these outcomes is the objective of this program. Individuals will discover their negotiation styles through a self-assessment and learn the use of strategies, tactics and counter-measures. The importance of trust, relationships, power and expectations in negotiations is also discussed. Participants will have the opportunity to practice their skills in at least three negotiation exercises.

Required Text: Provided
Prerequisite: none
Course #: TX30382 **Date:** 09/22/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Larry Lindquist
College: TX **Campus:** Bristol Career Center **Room:** see notes **Fee:** 225.00
Section Notes: Bristol Career Center, 430 N. Main St. Bristol See receptionist for Room #
Additional Meeting Dates: 09/23

Correcting Ergonomic Issues: Relieving Sore Painful Wrists, Hands, & Arms at the Workstation Level 1

Repetitive Stress Injury (RSI) is one of the fastest growing health complaints! People with RSI (carpal tunnel is just one example) have developed abnormal movement or muscle tension patterns which have led to injury and chronic pain. In this workshop you will be guided through Feldenkrais® lessons specific to preventing RSI and providing relief for those who have it. Through deceptively simple, easy, yet ingeniously designed slow movements, done on the floor; you will learn to "undo" the movement patterns which cause RSI.

Required Text:
Prerequisite:
Instructor: Karen Emerick
Course #:   NW30249
Date: 10/30/2008
Time: 9:30 AM to 4:00 PM
Section Notes: Please bring a full body exercise mat (not a yoga mat), beach towel and two small firm pillows. Dress warm and comfortably (not jeans; sweats are better). BRING A LIGHT LUNCH! We will be working through lunch and watching a video.
College: Northwestern CT CC   **Campus:** Northwestern CT CC   **Room:** GW 128
Fee: 95.00

Correcting Ergonomic Issues: Relieving Stiff Joints, Neck, & Back Pain Level 1

As children, all of our muscles move in harmony with each other rather than in constant contraction, fighting each other. This allows our joints to be fully mobile. Through imitation, stress, injury or habit, we have created inharmonious muscular movement within ourselves, creating pain in the back and neck resulting in joints that feel stiff. These four Feldenkrais® lessons directly re-program the coordination areas in the brain bringing your muscles into harmony with each other. Your back and neck will become more relaxed allowing the joints in your hips, spine and shoulders to be more mobile and pain free. These four lessons free up the back, neck and joints to such an extent that people often say they feel as if they are gilding though the air rather than walking.

Required Text:
Prerequisite:
Instructor: Karen Emerick
Course #:   NW30251
Date: 11/06/2008
Time: 9:30 AM to 4:00 PM
Section Notes: Please bring a full body exercise mat (not a yoga mat), beach towel and two small firm pillows. Dress warm and comfortably (not jeans; sweats are better). BRING A LIGHT LUNCH! We will be working through lunch and watching a video.
College: Northwestern CT CC   **Campus: Room:**   GW 128
Fee: 95.00

Correcting Ergonomic Issues: Relieving Stiff Neck, Tight Shoulders & Aching Back Level 2

This class is designed for those who already have taken a Level 1 class. The focus will be on integrating the neck, shoulders, back and pelvis to achieve a more fluid, pain-free movement through the entire self.

Required Text:
Prerequisite:
Instructor: Karen Emerick
Course #:   NW30254
Date: 11/13/2008
Time: 9:30 AM to 4:00 PM
Section Notes: Please bring a full body exercise mat (not a yoga mat), beach towel and two small firm pillows. Dress warm and comfortably (not jeans; sweats are better). BRING A LIGHT LUNCH! We will be working through lunch and watching a video.
College: Northwestern CT CC   **Campus:** Northwestern CT CC   **Room:** GW 128
Fee: 95.00

Correcting Workplace Ergonomic Issues: Relieving Back Pain Level 1
In a room full of people, typically more than seventy-five percent have lower back pain. Through deceptively simple, easy, yet ingeniously designed slow movements done on the floor, chronically tight back muscles will slowly come out of their habitual contraction, allowing you to stand taller with greater comfort and increased mobility. These exercises are known as the Feldenkrais Method®. Through stress, injury, and disability, many of us develop chronically sore, tight muscles and stiff joints. Over time, we develop protective, habitual movements to protect these areas. These habitual movements become unconsciously ingrained in our brain like a tape loop. These lessons for the nervous system have a direct effect on every part of the body and the result is fluid, pain-free movement and increased coordination and flexibility.

Required Text:
Prerequisite:
Instructor: Karen Emerick

Course #:   NW30246
Date: 10/16/2008
Time: 9:30 AM to 4:00 PM
Section Notes: Please bring a full body exercise mat (not a yoga mat), beach towel and two small firm pillows. Dress warm and comfortably (not jeans; sweats are better). BRING A LIGHT LUNCH! We will be working through lunch and watching a video.

College: Northwestern CT CC   **Campus:** Northwestern CT CC   **Room:** GW 128

Fee: 95.00

Correcting Workplace Ergonomic Issues: Relieving Stiff Neck and Tight Shoulders Level 1
There IS a simple solution! Through deceptively simple and easy, yet ingeniously designed slow movements done on the floor, your shoulder and neck muscles will slowly come out of habitual contraction, allowing you to stand taller and live a life with greater mobility and less discomfort. . Through stress, injury,®These exercises are known as the Feldenkrais Method and disability, many of us develop chronically sore, tight muscles and stiff joints. Over time, we develop protective, habitual movements to protect these areas. These habitual movements become unconsciously ingrained in our brain like a tape loop. These lessons for the nervous system have a direct effect on every part of the body and the result is fluid, pain-free movement and increased coordination and flexibility.

Required Text:
Prerequisite:
Instructor: Karen Emerick
Course #:   NW30244
Date: 10/02/2007
Time: 9:30 AM to 4:00 PM
Section Notes: Please bring a full body exercise mat (not a yoga mat), beach towel and two small firm pillows. Dress warm and comfortably (not jeans; sweats are better). BRING A LIGHT LUNCH! We will be working through lunch and watching a video.
College: Northwestern CT CC   **Campus:** Northwestern CT CC   **Room:** GW 128
Fee: 95.00

Covey: 7 Habits for Managers

This two-day workshop explores the proven habits that can help manage yourself, lead others, and unleash the potential of your work team. Based on Stephen Covey's best-seller, "The 7 Habits of Highly Effective People," the workshop offers a hands-on series of individual and group activities designed to put the habits into action immediately. Informative and entertaining videos, stories about successful managers, readings from management experts, and a set of planning tools further detail the strategies companies have used and you can adopt to become a more-effective manager and team leader. Participants must attend both sessions to benefit from the integrated effect of the workshop materials and practice activities. Workshop materials include a guidebook, audio CD, book of management readings, and disk with eTools.

Required Text: Provided
Prerequisite: none
Course #: TX30374 **Date:** 11/06/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Waldemar Kostrzewa
College: TX **Campus:** Bristol Career Center **Room:** see notes **Fee:** 335.00
Section Notes: Bristol Career Center, 430 N. Main St. Bristol See receptionist for Room #
Additional Meeting Dates: 11/13

Covey: 7 Habits Fundamentals

This concentrated, one-day workshop focuses upon those personal and professional habits that have influenced millions of people around the world. Based on Dr. Stephen R. Covey's business best-seller-- The 7 Habits of Highly Effective People--the workshop introduces you to the key principles of effectiveness and teaches you the skills to work with and through others. The often-inspiring content explores those proven habits that can make you more effective as you set goals, organize for results, adapt to change, handle pressure, choose priorities, deal with others, work in teams, and still make time for renewal. You will recognize the key leadership traits that can be applied to personal growth and to business success on the job.

Required Text: provided
Prerequisite: none
Course #: TX30373 **Date:** 10/15/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Waldemar Kostrzewa
College: TX **Campus:** Bristol Career Center **Room:** see notes **Fee:** 248.00
Section Notes: Bristol Career Center, 430 N. Main St. Bristol See receptionist for Room #

Covey: The 8th Habit- From Effectiveness To Greatness

Surviving, thriving, innovating, excelling and leading in this new reality requires a new mindset, a new skill-set, a new toolset-it requires a new habit. The 8th Habit: From Effectiveness to Greatness is an additional dimension to the 7 Habits that takes us beyond effectiveness and puts us onto the pathway leading to greatness. The 8th Habit is about seeing and harnessing the power of a third dimension to the 7 Habits that meets this central challenge of the new Knowledge Worker Age. It is about finding your voice and helping others to find theirs. Voice is unique personal significance-significance that is revealed as we face our greatest challenges and that makes us equal to them. When you engage in work that taps your talent and fuels your passion-that rises out of a great need in the world that you feel drawn by conscience to meet-therein lies your voice, your calling, your soul's code. The purpose of The 8th Habit: From Effectiveness to Greatness is to give you a roadmap that will lead you from pain and frustration to true fulfillment, relevance, significance, and contribution in today's new landscape-not only in your work and organization, but also in your whole life.

Required Text: provided
Prerequisite: none
Course #: TX30461 **Date:** 10/22/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Donna Brandeis-LaGanga
College: TX **Campus:** Bristol Career Center **Room:** see notes **Fee:** 335.00
Section Notes: Bristol Career Center, 430 N. Main St. Bristol See receptionist for Room #
Additional Meeting Dates: 11/05

CPR/AED Certification

This course is designed to teach CPR, the use of an automated external defibrillator (AED), and relief of foreign – body airway obstruction to all lay rescuers, particularly those who are expected to respond to emergencies in the workplace. This course teaches CPR, the use of the AED and relief of foreign body airway obstruction for adult victims. In addition, this course is also designed to teach the infant and child module from the Heartsaver CPR course and AED use on children. Certification will be granted upon course completion.

Required Text: provided
Prerequisite: none
Course #: TX30470 **Date:** 10/07/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Chris Masi
College: TX **Campus:** Bristol Hospital **Room:** see notes **Fee:** 90.00
Section Notes: Class is at Bristol Hospital EMS and Home Care, 222 Main Street, Bristol, CT

Creating Buy In

Selling your vision is a key to cooperative, productive teamwork or getting your boss to listen to new ideas. This workshop will assist participants in understanding what motivates others to follow ideas or visions and how to skillfully communicate those ideas.

Required Text: None
Prerequisite: None
Course #: TX30341 **Date:** 10/01/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Lisa Crofton
College: TX **Campus:** Bristol Career Center **Room:** See Notes **Fee:** 90.00
Section Notes: Bristol Career Center, 430 North Main Street, Bristol Room # posted

Creating Exceptional Customer Service

Develop winning customer service strategies to provide exceptional internal and external customer service. Create happy, satisfied customers and reduce stressful situations. Create win-win situations by learning key phrases to de-fuse volatile behavior and turn and adversary into an ally. Learn how to present a winning image, get people the help they need, deal positively with challenging people and situations and effective follow-up and follow through strategies.

Required Text:
Prerequisite:
Term: Fall 2008
Course #: NV30423 **Date:** 10/29/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Anne Peck
College: NV **Campus:** NVCC **Room:** TBD **Fee:** 90.00

Critical & Creative Thinking

Learn strategies for creating positive, results-oriented brainstorming sessions. Understand the four steps involved in the critical and creative process. Know how to get at the root cause of underlying problems, dream up innovative ideas, evaluate options, and determine ways of implementing solutions. Discover techniques for presenting and championing your great ideas to bosses and co-workers. You'll learn creative strategies to solve real life issues using: the SCAMPER technique, Buzan's mind mapping, free association, random word searches, grab bags full of surprises, the Napoleon technique, and De Bono's Six Thinking Hats, etc.

Required Text:
Prerequisite:
Course #: AS30475 **Date:** 10/03/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Noreen Reilly
College: AS **Campus:** Main **Room: Fee:** 85.00

Defensive Driving

Review skills needed to develop knowledgeable, reasonable, collision-free drivers who can better assess and reduce risk. Safe driving techniques used to reduce risk through proper management of visibility, time and space.

Required Text: none
Prerequisite: none
Course #: TX30428 **Date:** 10/22/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Kathie Mitchell
College: TX **Campus:** Bristol Career Center **Room:** see notes **Fee:** 90.00
Section Notes: Bristol Career Center, 430 N. Main St. Bristol See receptionist for Room #

Developing Critical Listening Skills

Hearing and listening are two different things. Leaders, teammates, employees and co-workers will benefit from improving their listening skills. This workshop will cover listening with intent, empathy and non-basis as well as how to understand the impact that strong listening skills have on your productivity.

Required Text: None
Prerequisite: None
Course #: TX30343 **Date:** 10/08/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Lisa Crofton
College: TX **Campus:** Bristol Career Center **Room:** See Notes **Fee:** 90.00
Section Notes: Bristol Career Center, 430 North Main Street, Bristol Room # posted

Developing Positive Leadership Skills

Positive leadership and optimistic visions make for more productive innovative work environments. Learn how to develop your positive side and create a contagious, positive experience for yourself and those with whom you work.

Required Text: None
Prerequisite: None
Course #: TX30355 **Date:** 11/19/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Lisa Crofton
College: TX **Campus:** Bristol Career Center **Room:** See Notes **Fee:** 90.00
Section Notes: Bristol Career Center, 430 North Main Street, Bristol Room # posted

Diffusing Anger in the Workplace

This course examines the issues of anger in the workplace and offers interactive opportunities for the practice of effectively handling it. This course will assist participants in recognizing the signs of an angry workplace, offer suggestions for diffusing anger and creating an open, honest and friendly environment.

Required Text: none
Prerequisite: none
Course #: TX30478 **Date:** 10/29/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Lisa Crofton
College: TX **Campus:** Bristol Career Center **Room:** see notes **Fee:** 90.00
Section Notes: Bristol Career Center, 430 N. Main St. Bristol See receptionist for Room #

Do You Know With Whom You Are Dealing

Everyone has a unique pattern of interacting with other people and dealing with situations and conflict. Maximize your effectiveness in workplace relationships and increase collaboration by: identifying various personality types and work styles; interpreting, respecting and appreciating individual strengths, differences, needs, and challenges; developing specific techniques for overcoming common communication difficulties; and utilizing differences to strengthen your interactions. Create powerful alliances and develop a positive action plan by: determining "whom" you are talking to; identifying which behavioral differences trigger you and why; maximizing personality strengths and minimizing behavior trait challenges; adapting your personality style for greater success; developing strategies for dealing effectively with challenging situations and people; and recognizing how unique differences and flexibility can be harnessed to reduce stress and improve morale.

Required Text: none
Prerequisite: none
Course #: TX30479 **Date:** 09/08/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Anne Peck
College: TX **Campus:** Bristol Career Center **Room:** see notes **Fee:** 90.00
Section Notes: Bristol Career Center, 430 N. Main St. Bristol See receptionist for Room #

Doesn't Anyone Provide Good Service Anymore?

Ever wonder what your customers, both external and internal, say about your work? Everyone is a customer service rep no matter what their position in the organization. How well we meet our customers needs determine our professional success. Learn how to improve your "face to face" and "on the phone" customer service in this interactive workshop. Participant Learning Outcomes: •Review the essentials of good customer service. •Lean the six steps to fantastic customer service. •Lean five basic customer expectations. •Handling the upset customer. •Explore customer service differences on-the-phone. •Projecting a professional image on the phone. •Building rapport on the phone.

Required Text: None
Prerequisite: None
Course #: QV30485 **Date:** 10/21/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Andrew DeLaura
College: QV **Campus:** QVCC Willimantic Center **Room:** 8 **Fee:** 85.00

The Eighth Habit: From Effectiveness to Greatness Franklin Covey

The Eighth Habit Go beyond the Seven Habits of Highly Effective People to Habit number Eight. "There are 10 choices you can make for personal excellence" that will complete what Stephen Covey's Seven Habits started 15 years ago. Covey believes there is a great yearning, in both individuals and organizations, to discover their true "voice," to matter, to make a difference, to find greatness. The 8th Habit can help you acquire a new mindset and the tools—a new habit—to find your voice and your passion. When you do that, you feel more fulfilled and engaged with the world around you and, consequently, with your role in that world.

Required Text: The Eighth Habit, with videos (provided) student keeps these
Prerequisite: 7 Habits recommended, but not mandatory
Course #: GW30500 **Date:** 11/20/2008 **Time:** 9:00 AM to 3:30 PM
Instructor: John Vincze
Section Notes: If Participnats can be identified ... there will be pre-work
College: GW **Campus:** GWCC Nrth Haven **Room:** 227 **Fee:** 196.00

Editing 101

Learning how to get rid of clutter and condense complex material into readable copy are two of the most important skills you can take to the editing table. This workshop provides you with plenty of tips, techniques, and exercises that will help you better edit your own work - or the work of others.

Required Text: None
Prerequisite: None
Course #: CA30238 **Date:** 10/20/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Margaret DeMarino
College: CA **Campus:** 950 Main St., Hartford **Room:** 303 **Fee:** 85.00

Emotional Intelligence: How to Manage Those Pesky Feelings

Have you ever been feeling just fine and then all of a sudden something happens or somebody says something that just sets you off and you have a hard time coming back to center? Do you think your feelings are like wild beast that are challenging to tame and they are winning? Feelings can either be overwhelming or supportive, especially in relation to our decision making process. In this workshop you will learn about the brain and body chemistry of feelings, how to identify your feeling-state in any given moment and how to use feelings to your advantage in making meaningful and effective decisions.

Required Text: none
Prerequisite: none
Course #: TX30357 **Date:** 12/11/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Alicia Davis
College: TX **Campus:** Bristol Career Center **Room:** see notes **Fee:** 90.00
Section Notes: Bristol Career Center, 430 N. Main St. Bristol See receptionist for Room #

Ethical Reasoning

The Seminar on Ethical Reasoning provides a strong foundation for understanding and resolving ethical dilemmas. The seminar uses The Ethical Type Indicator to help participants Identify, understand, and explore their own ethical constitutions, core values, and preferences. Six classical ethical belief systems are explained, and a process of reflective judgment is presented. At the conclusion of the seminar, each participant will be able to: •Identify the various factors that influence a person's ethical belief system. •Explain the six major ethical belief systems used to resolve ethical dilemmas. •Identify their personal ethical type and preferences.

Required Text: None
Prerequisite: None
Course #: QV30486 **Date:** 11/12/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Andrew DeLaura
College: QV **Campus:** QVCC Willimantic Center **Room:** 8 **Fee:** 85.00

Excelling in Customer Service

This course goes beyond the obvious in customer service. The class will provide opportunities for role playing, resolving actual difficult customer complaints and understanding your overall role in handling customer service issues.

Required Text: None

Prerequisite: None

Course #: TX30406 **Date:** 12/03/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Lisa Crofton
College: TX **Campus:** Bristol Career Center **Room:** See Notes **Fee:** 90.00
Section Notes: Bristol Career Center, 430 North Main Street, Bristol Room # posted

Franklin Covey's 4 Disciplines

Effective teams and organizations are great at execution. They focus their efforts carefully on their "wildly important goals" – those few goals that matter more than anything else. The 4 Disciplines of Execution workshop provides four clear disciplines that ensure focus and execution on the organization's top priorities. When the workshop is deployed at every level within an organization, performance of individuals, teams and the organization increases. Leaders and team members are clear on the organization's top priorities and share a framework of accountability to achieve the goals. When attending as an individual: • Get clear about what you should work on for maximum impact on your team's top goals • Become a more valued employee by focusing your work on what matters most to the organization • Learn how to use a tool to help you focus on key goals and stay on track to achieve them • Bring back new and better ideas to your workgroup and tools to help them execute with excellence

Required Text: All participant Materials are provided
Prerequisite: Recommended but not required 7 Habits (any session)
Course #: GW30514 **Date:** 10/21/2008 **Time:** 9:00 AM to 3:30 PM
Instructor: John Vincze
Section Notes: This is a one day intensive working Lunch Seminar..that looks for results
College: GW **Campus:** GWCC Nrth Haven **Room:** 227 **Fee:** 196.00

Franklin Covey's Focus

Focus unleashes the power of people by enabling them to identify, focus on, and execute top agency priorities. The Focus workshop teaches productivity skills integrated with a powerful planning system to help employees clarify, focus on, and execute the highest priorities – personally and professionally. Consider the power of State of Connecticut employees totally focused on achieving your agency's mission. Imagine the impact if workers were devoting 80%, 70%, or even 60% of each workday to deliberately planned priorities instead of less than half their day.

Required Text: All Participant Materials are provided it is requested that participants bring their planners
Prerequisite: 7 Habits...participants should bring planners
Course #: GW30517 **Date:** 11/25/2008 **Time:** 9:00 AM to 3:30 PM
Instructor: John Vincze
Section Notes: Planners and materials provided
College: GW **Campus:** GWCC Nrth Haven **Room:** 227 **Fee:** 258.00

Franklin Covey's Inspiring Trust (NEW)

"There is one thing that is common to every individual, relationship, Team, Family, Organization, Corporation, Agency—one thing which, if removed, will destroy the most powerful government, the most successful business, the most thriving economy, the most influential Leadership, the greatest friendship, the strongest character and the most effective Agency." If Developed and leveraged, that one thing has the potential to create unparallel success and prosperity in every dimension of life. That one thing is Trust. Trust impacts us 24/7, 365 days a year This workshop explores the ways you can inspire trust in all that you do. Learn to apply critical behaviors that establish and grow trust there by enabling increased influence and improved results.

Required Text: All participants materials are provided, and includes the book: The Speed of Trust
Prerequisite: NONE
Course #: GW30512 **Date:** 12/02/2008 **Time:** 9:00 AM to 3:30 PM
Instructor: John Vincze
Section Notes: This is a four (4) four day work shop 12/2,4,9,11/2008 NEW and dynamic in its content
College: GW **Campus:** GWCC Nrth Haven **Room:** 227 **Fee:** 297.00

Fundamentals of Management & Communications

Management, supervisors, and team leaders will significantly improve their overall management skills using the nationally recognized Vital Learning Supervision Series©. This program uses a combination of lecture, workbooks, videos, and practice sessions to enhance their effectiveness as managers. This program will enable participants to: Understand and use the basic principles of effective management Identify unique ways of maintaining employee's self-esteem to foster teamwork, cooperation, innovation, and higher productivity Understand and adopt the fundamental skills of communicating Listen more effectively by using basic listening skills In addition to handouts, participants will receive workbooks for each session that contain exercises, readings, self-assessments, and recommendations for addressing specific issues with employees.

Required Text: None
Prerequisite: None
Course #: CA30265 **Date:** 10/28/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: John Birch
College: CA **Campus:** 950 Main St., Hartford **Room:** 303 **Fee:** 239.00
Additional Meeting Dates: 10/29

Getting Ready to Retire - Now What?

You've been working a long time. Retirement is on the horizon. You've set aside the money you will need, and you have paid off the big debts. It's time to relax and take it easy. But what are you going to do with the rest of your life? You're still young and healthy but are not interested in the 40-hour work week. Even in retirement, you should be developing goals and plans. This workshop will help you figure out what to do to make that happen. Topics to be covered include the history of retirement, the "retirement generation," issues facing us as we get older, the myths and fallacies associated with getting older, an exploration of skills and interests, and the development of an action plan.

Required Text: None
Prerequisite: None
Course #: MA30451 **Date:** 12/01/2008 **Time:** 9:00 AM to 12:00 PM
Instructor: Ralph Braithwaite
College: MA **Campus:** Learning Resource Center **Room:** B144
Fee: 65.00

Government Accounting I
In this five-week course, students are introduced to accounting for governmental funds. Part I will cover budgetary accounting, which is required for the General Fund and special revenue funds. This course will also cover accounting for other funds, such as special revenue, capital projects and debt service. Students will learn about basic accounting functions such as recording revenue, expenditures, budgets and encumbrances. This course is suitable for accounting, auditing and financial professionals in State and municipal government.

Required Text: Essentials of Accounting for Governmental and Not-for-Profit Organizations, 9th edition. Cost of text is included in the course fee.

Prerequisite: Accounting I or equivalent - this should NOT be your first Accounting course

Course #: TX30349 **Date:** 09/12/2008 **Time:** 1:00 PM to 4:00 PM
Instructor: Harold Colvocoresses
College: TX **Campus:** Tunxis **Room:** TBA **Fee:** 300.00
Additional Meeting Dates: 09/19, 09/26, 10/03, 10/10

Government Accounting II
This five-week class is a continuation of Governmental Accounting-Part I. In this class, students will learn about accounting for proprietary funds, fiduciary funds, fixed assets and long-term debt. Students will also learn about preparing the government-wide financial statements in accordance with GASB 34. The last two classes will focus on accounting for special purpose governmental entities and not-for-profit organizations.

Required Text: Essentials of Accounting for Governmental and Not-for-Profit Organizations, 9th edition (ONLY provided to students who attended Part I.)
Prerequisite: Governmental Accounting-Part I or equivalent

Course #: TX30351 **Date:** 10/24/2008 **Time:** 1:00 PM to 4:00 PM
Instructor: Harold Colvocoresses
College: TX **Campus:** Tunxis **Room:** TBA **Fee:** 220.00
Additional Meeting Dates: 10/31, 11/07, 11/14, 11/21

Grammar & Punctuation - I (Introduction)
This course will cover the fine art of using language properly and making sure that all letters, memos, and other presentations are punctuated properly. Learn about the correct use of punctuation and how the meanings of words may be changed by the punctuation. (See Grammar & Punctuation Level II) This course is intended for administrative support staff.

Required Text: None
Prerequisite: None
Course #: CA30248 **Date:** 10/06/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Margaret DeMarino
College: CA **Campus:** 950 Main St., Hartford **Room:** 301 **Fee:** 85.00

Grammar & Punctuation - II (Intermediate)

This is a follow-up course for all those who have completed the Introduction to Grammar and Punctuation. It will have the same old rules (rules of grammar, after all, seldom change) presented in a brand new way. It will also have all new exercises to help you continue to improve your understanding and daily usage of grammar and punctuation.

Required Text: None
Prerequisite: Grammar & Punctuation - I (Introduction)
Course #: CA30250 **Date:** 11/03/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Margaret DeMarino
College: CA **Campus:** 950 Main St., Hartford **Room:** 301 **Fee:** 85.00

Grammar and Punctuation for Managers and Supervisors

Does a period go inside or outside of quotation marks? Is it "If I was" or "If I were"? And just what is a semicolon anyway? Business writing can be filled with grammar and punctuation pitfalls. Learn how to avoid them and gain a working knowledge of grammar and punctuation in this one day workshop.

Required Text: None
Prerequisite: None
Course #: CA30264 **Date:** 09/24/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Candace Routh
College: CA **Campus:** 950 Main St., Hartford **Room:** 301 **Fee:** 85.00

Handling Conflict

This is a different and much more successful approach to handing conflict designed to improve interpersonal communication in the workplace and help individuals overcome concerns about conflict. We've all dealt with angry people, and we all know how it feels to be angry and in conflict. For most people, work involves a constant juggling of and wrestling with competing interests and angry internal and external customers that can provoke feelings of anger and even provoke conflict. Anger and conflict are not necessarily negative emotions, but often signal important data about relationships, resources, circumstances, or procedures that are in need of improvement. This training will aid in recognizing the costs and benefits of anger by diagnosing and identifying the sources of anger and providing techniques and strategies to deal with anger in self, in other individuals, and in your agency or team. This training is designed to make anger and conflict in your workplace a positive force for change, not something to avoid. Each participant will engage in applying these techniques in class to real life and work situations.

Required Text: None
Prerequisite: None
Course #: CA30211 **Date:** 09/19/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Vicki Gallon-Clark
College: CA **Campus:** 950 Main St., Hartford **Room:** 303 **Fee:** 85.00

Handling Problem People

Many supervisors and managers face the risk of dealing with difficult employees or customers: those who often come in late, don't work hard, procrastinate, or keep morale low. This workshop not only shows how to determine the causes of employee performance problems, but offers and suggests what intervention steps to take. Workshop participants will learn how to communicate in ways that clarify expectations, build healthy relationships, minimize conflicts, and build bridges between management staff and customers. Participants will gain insights into the personalities of problem or difficult people. The workshop offers the following tools which are designed to show how to: Avoid being manipulated Identify self and others negative hot buttons View and identify the different styles and personalities of problem people such as: The Analytic Person, The Ruler, The Relator, The Entertainer, The Bully, The Ninja, and The Whiner Assess the values, intent, behavior, and needs of each communication style, their strengths and their weaknesses Teach style behaves under pressure, and how to communicate effectively with each Use seven communication techniques designed to get what you want Deal with difficult bosses.

Required Text: None
Prerequisite: None
Course #: CA30266 **Date:** 09/23/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Ralph Braithwaite
College: CA **Campus:** 950 Main St., Hartford **Room:** 303 **Fee:** 85.00

Hazardous Material Communications

The Hazardous Communications Program will provide the employee with the means to understand the nature of any chemical hazard to which they may be exposed to during the course of their employment so that they will be able to better protect themselves. The purpose of the Program is to improve employee protection from chemical hazards and thereby reduce illness and injury caused by exposure to chemicals.

Required Text: none
Prerequisite: none
Course #: TX30469 **Date:** 11/03/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Chris Masi
College: TX **Campus:** Bristol Career Center **Room:** see notes **Fee:** 90.00
Section Notes: Bristol Career Center, 430 N. Main St. Bristol See receptionist for Room #

How to Say it at Work

This course offers even more hands-on experience communicating. The focus of the class will be on positive ways to improve your speaking and communication abilities. Learn how to persuasively communicate your thoughts, ideas, and opinions. Become more aware of the messages you are sending with your body language, tone of voice, and word choices on your overall message. Learn how to feel more comfortable and relaxed in any business situation. You will gain strategies to project more confidence, think on your feet, and handle unexpected questions. The class atmosphere will be relaxed, comfortable, and fun. (completely revised seminar - formerly named Talk, Talk, Talk)

Required Text:
Prerequisite:
Course #: AS30520 **Date:** 10/15/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Noreen Reilly
College: AS **Campus:** Main **Room: Fee:** 85.00

Improving the Bottom Line with the Written Line
The bottom line of writer's block is costing your organization money; so is the time you take for rewrites. One study shows that the average letter at one major U.S. corporation goes through 44 drafts! That's time - and money - that could be better spent. This workshop presents an effective no-nonsense approach to tackling business communication problems. Participants will learn to write crisp, effective letters, memos, e-mail, and reports in no time at all. You will learn how to: • Eliminate Writer's Block • "Cluster" to brainstorm on paper • "Prewrite" letters first to save time • Implement a writing system that will help you get a framework for letters, reports, etc. within minutes. • Create a set of sample letters so you won't need to continuously re-invent the writing wheel • Eliminate clutter from your thinking and from your letters • Learn the five most common "time stealers" and how to avoid them • "Power edit" in a matter of minutes

Required Text: None
Prerequisite: None
Course #: CA30237 **Date:** 12/08/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Margaret DeMarino
College: CA **Campus:** 950 Main St., Hartford **Room:** 303 **Fee:** 85.00

Improving Communication Effectiveness
It's a no-brainer to say that communication is an essential ingredient for an organization to be successful. But, all too often, people make assumptions that communication has taken place and are surprised when tasks are not accomplished. This seminar will address some of the key components to effective communication, including defining the message, language, listening, assumptions, feedback and non-verbal communication skills. An action plan will also be developed by participants that will identify some steps to take back to work.

Required Text: None
Prerequisite: None
Course #: MA30453 **Date:** 10/06/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Ralph Braithwaite
College: MA **Campus:** Learning Resource Center **Room:** B144
Fee: 85.00

Instant Stress Relief
This workshop will show you how to get a handle on everyday stress. It will show you how to identify and overcome your stressors; how to reduce your stressful behaviors, thoughts, and attitudes; how to better communicate your needs and feelings; and how to better plan your days to eliminate stress. We will explore various stress-reducing techniques, including guided visualization, self-accupressure, simple exercises you can do at your desk, and more.

Required Text:
Prerequisite:
Course #: AS30524 **Date:** 12/19/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Margaret DeMarino
College: AS **Campus:** Main **Room: Fee:** 85.00

Interpersonal Skills and Strategies that Empower You
This course focuses on communication, conflict resolution, self-concept, expressing emotion, listening and feedback skills used in the work environment. Team leaders, supervisors and key players who wish to maximize their positive impact and influence on others in the workplace should attend.

Required Text: None
Prerequisite: None
Course #: TX30358 **Date:** 11/12/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Lisa Crofton
College: TX **Campus:** Bristol Career Center **Room:** See Notes **Fee:** 90.00
Section Notes: Bristol Career Center, 430 North Main Street, Bristol Room # posted

Keeping Your Body Safe at Work

Do you experience tension or stress at work or during certain everyday activities? Then come and learn how the Alexander Technique can help you! This world-renowned technique will teach you how to take care of yourself while at work or home so that you can prevent aches and pains, and reduce stress. In this experiential one-day course you will investigate how you use your body, explore the mind-body connection and learn skills for improving how you move and feel.

Required Text: Please wear comfortable clothes and bring a floor mat for lying down.
Prerequisite: none
Course #: TX30466 **Date:** 10/03/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Eric Miller
College: TX **Campus:** Bristol Career Center **Room:** see notes **Fee:** 90.00
Section Notes: Bristol Career Center, 430 N. Main St. Bristol See receptionist for Room #

Leadership and Motivation

What do the great leaders have in common? They know how to identify what motivates others to do their best. Find out why your employees don't do things, and even more importantly, why they do. This workshop identifies the major motivational theories and techniques and how to apply them in everyday workplace situations.

Required Text: None
Prerequisite: None
Course #: CA30263 **Date:** 10/07/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Ralph Braithwaite
College: CA **Campus:** 950 Main St., Hartford **Room:** 303 **Fee:** 85.00

Making the Most of Your Time

We all have the same 24 hours in a day. So why is it some people manage to accomplish more in a day than others? If you feel that you never have enough time to do all that is expected of you, then this workshop is for you. In this workshop, participants will learn to: Design a personal time management plan Get things done with optimal results Identify and eliminate time wasters Conquer procrastination for peak performance Delegate effectively Organize your thoughts, your desk, your office, and your home Strike balance between your work and home life

Required Text: None
Prerequisite: None
Course #: CA30214 **Date:** 11/04/2208 **Time:** 9:00 AM to 4:00 PM
Instructor: Ralph Braithwaite
College: CA **Campus:** 950 Main St., Hartford **Room:** 303 **Fee:** 85.00

Managing Disagreement, Conflict & Confrontation

This program takes a positive and effective approach to disagreement, conflict, confrontation, difficult people and other sources of negativity in the workplace. Participants will explore the causes of opposition, its emotional and behavioral manifestations and how to prevent or minimize it. The constructive and destructive aspects of conflict and differences will be addressed. Participants will also identify their preferred styles of handling opposition, learn how to avoid escalation and identify ways to neutralize "power plays." Resolution strategies for managing the various types of opposition are practiced and evaluated. This program is also an ideal introductory program for those who need to develop negotiating skills.

Required Text: none
Prerequisite: none
Course #: TX30380 **Date:** 09/16/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Larry Lindquist
College: TX **Campus:** Bristol Career Center **Room:** see notes **Fee:** 90.00
Section Notes: Bristol Career Center, 430 N. Main St. Bristol See receptionist for Room #

Managing Hidden Agendas and Difficult People
This course will assist participants in dealing with those whose purpose is to undermine the goal of a team, department, committee, leader or project. You will learn insights and techniques as well as receive information on how to better understand these potential "human landmines".

Required Text: None
Prerequisite: None
Course #: TX30384 **Date:** 11/25/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Lisa Crofton
College: TX **Campus:** Bristol Career Center **Room:** See Notes **Fee:** 90.00
Section Notes: Bristol Career Center, 430 North Main Street, Bristol Room # posted

Managing Mucho Paperwork
Is your desk cluttered with piles of paper? Learn how to create a peaceful work environment by effectively managing your paperwork. This course is designed to teach participants how to eliminate paper from their desk and maintain a tidy and orderly workspace that allows them to complete tasks efficiently. In this hand-on workshop, participants apply the techniques taught using their own paperwork.

Required Text: None
Prerequisite: None
Course #: MA30436 **Date:** 10/02/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Marisa Rubera
College: MA **Campus:** Learning Resource Center **Room:** B144
Fee: 85.00
Section Notes: Participants are asked to bring their piles of paper not subject to security in a box.

Managing Multiple Priorities: Creating Time Efficiency
Maximize the hours and productivity of your day while maintaining your attitude and ability to cope. Regain valuable hours that you lose each day and recapture a sense of accomplishment. Eliminate frustration and burnout by learning to: analyze and assess time patterns; set priorities and delegate; differentiate between the necessary and the urgent; become results-oriented; set deadlines; handle multiple deadlines efficiently and effectively; take advantage of dead time; create time by multi-tasking; develop a plan of action; and eliminate distractions, time-wasters and avoidance behaviors.

Required Text: None
Prerequisite: None

Course #: TX30325 **Date:** 09/15/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Anne Peck
College: TX **Campus:** Bristol Career Center **Room:** See Notes **Fee:** 90.00
Section Notes: Bristol Career Center, 430 North Main Street, Bristol Room # posted

Managing with Performance in Mind
The buck stops where? As a supervisor or manager you answer for just about everything that happens in your assigned area...and that's as it should be. In this certificate program, you'll take your leadership role to a more effective level as you explore results-oriented management styles, new skills and strategies, conflict resolution, negotiation, time and priorities management -- all the elements of leading by design.

Required Text:
Prerequisite:
Course #: NV30422 **Date:** 11/18/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Anne Peck
Additional Meeting Dates: 11/19, 11/20
College: NV **Campus:** NVCC **Room:** TBD
Fee: 225.00

Mastering Customer Service

Workshop Goals: Getting and retaining customers is the heartbeat of business. This full-day comprehensive workshop will assist anyone who deals with customers – which is just about every one of us – from telephone service representatives, to service staff, salespeople, to volunteers in service organizations, by building good rapport, providing outstanding service, and maintaining customer goodwill. Program Highlights: • Active Listening Skills • Staying Calm in a Crisis • Going the Extra Mile: Exceeding Customer Expectations • Self Presentation Skills: Body Language, Eye contact, Tone of Voice, Power Dressing • Dealing with All Types of Customers: The Complainer, The Tyrant, The Gabber, The Loose Goose, The King (and Queen), The Intimidator • Establishing rapport, lending support and building trust • Winning back unsatisfied customers

Required Text: None
Prerequisite: None
Course #: CA30215 **Date:** 10/21/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Ralph Braithwaite
College: CA **Campus:** 950 Main St., Hartford **Room:** 303 **Fee:** 85.00

Maximizing Your Memory

Discover ways to get your memory in peak condition. Learn how the memory functions inside the brain and the importance memory plays in everyday life. Develop strategies for improving and maximizing your brainpower. Explore ways to enhance your ability to remember: names and faces, where you put things, words, and what you were doing or saying before you were interrupted. Be prepared to give your memory and your mind a workout in a fun, relaxed environment.

Required Text:
Prerequisite:
Course #: AS30473 **Date:** 12/05/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Noreen Reilly
College: AS **Campus:** Main **Room: Fee:** 85.00

Medical Terminology for Lay People

This easy-to-understand workshop series is designed as an introduction to medical terminology, focusing on basic, vital information. The simple, clear, non-technical explanations of terms are easy to understand and require no previous background in medicine or science. You will learn:
- Components of basic medical vocabulary
- A broad range of medical vocabulary pertaining to systems of human anatomy and medical treatment.
- Prefixes, suffixes, and root words essential to a working medical vocabulary
- How to decipher the meanings of medical terms by breaking them down into smaller parts
- Applications of medical terms to actual scenarios

Required Text: none
Prerequisite: none
Course #: TX30468 **Date:** 12/04/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Anne Peck
College: TX **Campus:** Bristol Career Center **Room:** see notes **Fee:** 210.00
Section Notes: Bristol Career Center, 430 N. Main St. Bristol See receptionist for Room #
Additional Meeting Dates: 12/11

Negotiation Toolkit

Learn strategies and techniques to conduct successful negotiations. Understand the traits of successful negotiators. Learn how to create a favorable climate and build relationships. Understand how to read and interpret subtleties in body language and tone of voice. Know how to ask powerful questions to gather information. Identify other factors more important than money in a negotiation. Participants will develop their negotiation skills using written exercises, group discussions, and role-plays. determine your¬ anticipate potential problems ¬ develop a game plan ¬Learn to: increase¬ understand the motivations and needs of others ¬goals and parameters create win-win¬ establish your walk-away plan ¬your problem solving abilities situations

Required Text:
Prerequisite:
Course #: AS30482 **Date:** 10/22/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Noreen Reilly
College: AS **Campus:** Main` **Room: Fee:** 85.00

No One is listening – Why?

If communication is a two-way street, how come I'm going down a one-way road? Most of us focus on improving our ability to talk, while neglecting to develop our listening skills. Too bad, because the ability to listen is a critical success factor in many aspects of our professional and personal lives. Participant Learning Outcomes: •Understanding the role of attention in listening. •Identifying personal communication habits. •Recognizing the skills of empathic listening. •Creating an atmosphere conducive to listening. •Learning how to stay focused. •Exploring the six steps of effective listening.

Required Text: None
Prerequisite: None
Course #: QV30484 **Date:** 10/16/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Andrew DeLaura
College: QV **Campus:** QVCC Willimantic Center **Room:** 8 **Fee:** 85.00

Office Professional Certificate - I (newly revised)

Today's executive assistant possesses a mastery of office skills: the ability to assume responsibility without supervision, taking the initiative and making decisions. They may play the role of business partner, problem solver; someone who can look at a challenge and find a creative solution. Topics: • Write Away! & Proofreading • How To Get Your Boss' Ear • Telephone Communication Skills • Managing Multiple Priorities

Required Text: None
Prerequisite: None
Course #: CA30268 **Date:** 09/19/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Margaret DeMarino
College: CA **Campus:** 950 Main St., Hartford **Room:** 301 **Fee:** 339.00
Additional Meeting Dates: 09/26, 10/03, 10/10

Office Professional Certificate - II

Today's secretary is a true administrator, an office leader with skills that help foster teamwork, communication, and productivity. Today's office pro is really in the know and can organize offices, write effectively, give presentations, facilitate meetings, and much more. This certificate program will enable you to gain an entrepreneurial frame of mind that will lead you forward on the path to promotion. Topics covered: • Shortcuts of Secretaries • Confidence 101 • Talking on Your Feet • Leadership

Required Text: None
Prerequisite: Office Professional Certificate - I
Course #: CA30269 **Date:** 10/17/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Margaret DeMarino
College: CA **Campus:** 950 Main St., Hartford **Room:** 301 **Fee:** 339.00
Additional Meeting Dates: 10/24, 10/31, 11/07

Office Professional Certificate - III
Office Professional III is designed for the office professional on the grow! It will delve into improving communication, interpersonal, and supervisory skill that will help you increase your job effectiveness, as well as to meet and exceed the needs of your department. Whether you're handling "sticky situations," tackling front-line supervisory responsibilities, or representing your department at meetings or business events, this certificate program is packed with tips and techniques that will put you and your career on the fast track. • Sticky Situations: The Art of Positive Communications • How to Avoid the Top Supervisory Snafus • Networking In and Out of the Office: The "Givers Gain" Theory

Required Text: None
Prerequisite: Office Professional Certificate - II Office Professional Certificate - III
Course #: CA30270 **Date:** 11/14/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Margaret DeMarino
College: CA **Campus:** 950 Main St., Hartford **Room:** 301 **Fee:** 279.00
Section Notes: No class 11/28
Additional Meeting Dates: 11/21, 12/05

Organizational Skills for the Creative Person
Do you have a lot of terrific skills, but organization doesn't happen to be one of them? Are you tired of the same old organizational and time management methods that you don't use or that don't seem to work? Then come learn tips from someone who has devised unique strategies for overcoming the tendency of non-organization. Learn ways to get things done, accomplish your goals, save time, and have fun! Discover innovative ideas for motivating and rewarding yourself. We'll discuss creative ways for dejunking your home and office using mind maps, color, timers, and other unconventional techniques

Required Text:
Prerequisite:
Course #: AS30458 **Date:** 10/06/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Noreen Reilly
College: AS **Campus:** Main **Room: Fee:** 85.00

Organizational Skills for the Creative Person - Part II
This seminar is designed as a follow-up to reinforce skills learned in other organization courses. The group will share their successes organizing and review how well they did achieving their goals over the past 30 days. Participants will identify and discuss which techniques they found the easiest and most effective to use. We will also explore how to change your mind-set, set priorities, and modify your behavior. Learn how to get more done in less time. Discover innovative right brain approaches for conquering clutter, mastering time and reaching your goals. This class is designed to motivate participants to get past mental barriers and achieve results!

Required Text:
Prerequisite: (Please note: Organizational Skills for the Creative Person is recommended, but not required).
Course #: AS30503 **Date:** 11/03/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Noreen Reilly
College: AS **Campus:** Main **Room: Fee:** 85.00

People Smart Skills Workshop
People smart individuals have a wide array of skills to bring out the best in colleagues, customers, direct reports and management. When people in organizations are people smart, they like their jobs more, increase their prospect in advancement, and contribute to Assess your skill♣organizational performance. Participant Learning Outcomes: Select specific job-related♣levels for each of the eight PeopleSmart skills   Practice and apply three♣situations in which you want to improve your skills   Develop action plans to further practice each♣ways to develop each skill and   Awareness of their interpersonal strength and weaknesses♣skills

Required Text: All participant materials are included for this 2 day workshop

Prerequisite: NONE
Course #: GW30505 **Date:** 09/18/2008 **Time:** 9:00 AM to 3:30 PM
Instructor: Andrew DeLaura
Section Notes: This is a two (2) Day workshop September 18 and 22

College: GW **Campus:** GWCC Nrth Haven **Room:** 227 **Fee:** 187.00

Perfect Pronunciation I
Intensive program uses three 75-minute CDs and the study of distinguishing American English vowels and consonant sounds, difference in stressed and unstressed syllables and words, as well as changes caused by other sounds in phrases that result in typical American speech. A written script with pronunciation guidelines and transcriptions of sounds in combinations drilled n the audio CD is provided for independent practice in the car, at home or in the classroom.

Required Text: Provided
Prerequisite: none
Course #: TX30342 **Date:** 09/12/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Regina Berube
College: TX **Campus:** Bristol Career Center **Room:** see notes **Fee:** 250.00
Section Notes: Bristol Career Center, 430 N. Main St. Bristol See receptionist for Room #
Additional Meeting Dates: 09/19, 09/26

Perfect Pronunciation II
Pronunciation exercises with systematic organization of patterns and grammar, need concise explanations and extensive practice to achieve mastery. American English mastery presupposes an awareness of academic grammatical structure and spelling patterns. Practical strategies for progress towards automatic choices use an economy of resources in this series with excellent results.

Required Text: Provided
Prerequisite: Perfect Pronunciation I or equivalent
Course #: TX30344 **Date:** 10/24/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Regina Berube
College: TX **Campus:** Bristol Career Center **Room:** see notes **Fee:** 275.00
Section Notes: Bristol Career Center, 430 N. Main St. Bristol See receptionist for Room #
Additional Meeting Dates: 10/31, 11/07, 11/14

Performance Appraisal and Positive Discipline

What's the ideal performance appraisal? It's frequent communication and feedback on the job. But what about those annual form-completing sessions that so many supervisors dread? Supervisors who prepare for them correctly will motivate themselves and the employee. This course will help your managers understand that performance appraisal doesn't begin and end in the annual review. It is an ongoing process of performance monitoring and motivating that benefits everyone. For most supervisors and managers, having to discipline employees is the worst part of their jobs. It is an uncomfortable process they would rather avoid. So it's not surprising that many of us either act emotionally when disciplinary problems arise, or find ways to avoid dealing with them. Either reaction creates more problems than it solves. When discipline is approached in a logical, positive framework focused on bringing performance up to par, the emotion can be taken out of the equation and real improvement can be made. And, in cases where improvement does not result from a disciplinary meeting and further action is required, it can be related to the clear standards you have set with the employee.

Required Text:
Prerequisite:
CEU: 0
Term: Fall 2008
Course #: NV30426   **Date:** 09/24/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Anne Peck
College: NV **Campus:** NVCC **Room:** TBD

Fee: 115.00

Performance Under Pressure: Managing Stress in the Workplace

Stress is damaging to the well-being of any work environment. This workshop will focus on two essential skills required to perform well under pressure: Perceiving a situation in an optimal way and using the physiological boost associated with stress to one's advantage. Participants will learn proven strategies for dealing with time, anger, people, fatigue and evaluation pressures, and an effective four-step method for optimal energy management. By recognizing signs and symptoms of stress and practicing and applying learned techniques, participants will be better able to handle stressed-out associates, develop self-assessment management skills and habits, and learn how to work well under pressure.

Required Text: None
Prerequisite: None
Course #: MA30460 **Date:** 10/23/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Ralph Braithwaite
College: MA **Campus:** Learning Resource Center **Room:** B144
Fee: 85.00

Power Communication

What one key do all successful people possess? Being able to communicate in a succinct, powerful, effective manner is the edge that separates successful people from those that flounder. Through the time-proven techniques covered in this course, you will develop the skill of delivering a message that captures the other person's attention and motivates them to action.

Required Text: None
Prerequisite: None
Course #: CA30213 **Date:** 12/04/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Vicki Gallon-Clark
College: CA **Campus:** 950 Main St., Hartford **Room:** 303 **Fee:** 85.00

Problem Solving Using Root Cause Analysis

Panic time again! The boss wants to talk to you about solving problems, "root cause analysis," and somehow you get the feeling it has nothing to do with trees. What is Root Cause Analysis? The goal is to find the real problem and avoid the old "witch hunt" approach. You want to discover the root of the problem, as opposed to simply treating symptoms. This program will focus on some of the tools and techniques that apply to doing a Root Cause Analysis.

Required Text: None
Prerequisite: None
Course #: MA30437 **Date:** 10/30/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Ralph Braithwaite
College: MA **Campus:** Learning Resource Center **Room:** B144 **Fee:** 85.00

Proofreading

Proofreading is a skill that is more important than ever before. Even computer-based spelling and grammatical checking devices leave room for error. Every secretary is required to make sure that no letter, no piece of correspondence, leaves the office without being proofread. Learn the skills and techniques that are vital to the operation of an effective office. This course is intended for administrative support staff.

Required Text: None
Prerequisite: None
Course #: CA30247 **Date:** 09/25/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Margaret DeMarino
College: CA **Campus:** 950 Main St., Hartford **Room:** 301 **Fee:** 85.00

Proposal and Report Writing

You need to write a report of your findings in the field...your boss wants a proposal on a new project...you have a brainstorm but you have to put it in writing. You've gathered the information, done the leg work, but now, where to start? This special writing course will help you create attention-getting openings that get to the point, organize large amounts of information, develop a persuasive strategy, and make smooth transitions. Participants learn how to eliminate writer's block; develop a professional, easy-to-read writing style; and more.

Required Text: None
Prerequisite: None
Course #: CA30230 **Date:** 09/22/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Margaret DeMarino
College: CA **Campus:** 950 Main St., Hartford **Room:** 303 **Fee:** 85.00

Public Relations for Office Support Staff

Public service, professionalism, and clerical duties are defined and discussed. Participants will identify and practice time management skills, define three communications styles and practice responding assertively, discuss how the telephone affects communication and public image, practice professional telephone techniques, and learn how to deal with difficult and problem people.

Required Text: None
Prerequisite: None
Course #: CA30253 **Date:** 12/04/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Margaret DeMarino
College: CA **Campus:** 950 Main St., Hartford **Room:** 301 **Fee:** 85.00

Repetitive Motion And Lifting Injury Prevention

This course covers the principles of muscle, nerve, and joint behavior when confronting everyday tasks. The biomechanics of our moves and lifts are similar to all things that move or sustain weight/load bearing. Topics include: • types of human joints, their strengths and weaknesses • the behavior of ligaments, tendons, and muscles during repetitive tasks and lifting • leverage principles • static, dynamic, tensile, and compressive loading on the human body • historical and present day insights into proactive measures we can all take to help reduce physical stress and strain to the body • how aging affects our ability to lift, move, and carry •simple stretching exercises you can do to prepare for the tasks at hand Sign up today – your body will thank you!

Required Text:
Prerequisite:
Session: Fall 2008
Course #: NW30233 **Date:** 11/14/2008 **Time:** 9:00 AM to 12:00 PM
Instructor: Steven Jones
Location: NW **Campus:** Norwestern CT CC **Room:** LRC 105 **Fee:** 45.00

Retaining Winning Talent

Losing a high performer is disruptive to your organization and is extremely costly. Most managers, supervisors and team leaders are unaware of the total impacts of the loss of a highly valued team member. Hidden costs and impacts are often overlooked. For example, a team member actually considers resigning three to six months before they actually resign, decreasing productivity because they are no longer a fully committed team member. This impacts other team members and overall team morale. Also, most team leaders need to realize the significant leverage that they have to combat turnover. This program helps leaders accept that, in the majority of situations, team members quit their direct supervisor, not the organization. Vital Learning's Retaining Winning Talent © focuses on one of the most important assets of any organization; its leaders and their direct impact on retaining key team members. This program provides skills, tools and a research based approach that helps team leaders: Describe the scope, severity and cost of attrition. Identify which retention factors motivate each team member. Rate the attrition risk of each team member. Surface individual team members' retention needs. Increase the level of commitment from each team member. Develop and implement a Retention Action Plan designed to increase retention for the entire team.

Required Text: None
Prerequisite: None
Course #: CA30219 **Date:** 12/02/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: John Birch
College: CA **Campus:** 950 Main St., Hartford **Room:** 303 **Fee:** 159.00

Self Confidence Toolkit

Do you ever feel like something is holding you back from getting the success you deserve in life? Discover the tools you need to master your destiny. We'll use a holistic approach to enhance your confidence. Learn mental strategies – creating beliefs that lead to peak performance; emotional approaches – building deep confidence through insights and feelings; behavioral techniques – developing actions that create confidence and success; relational strategies – building strong support systems; spiritual centeredness – living with passion and purpose. This will be a hands-on session using group discussions, writing and journaling exercises, role-playing, positive self-talk, affirmations, and other activities. The atmosphere will be relaxed, comfortable, and thought provoking.

Required Text:
Prerequisite:
Course #: AS30481 **Date:** 12/08/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Noreen Reilly
College: AS **Campus:** Main **Room: Fee:** 85.00

Sign Language I Beginners

Experience the culture and language shared by millions of Americans, deaf and hearing. American Sign Language is the third most used form of communication in the United States. Basic communication skills, grammar and vocabulary, along with cultural aspects of the deaf community, will be taught by a certified instructor endorsed through SLIP (Sign Language Instructors Pool).

Required Text: Provided
Prerequisite: none
Course #: TX30338 **Date:** 09/19/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Janice Bernard
College: TX **Campus:** Tunxis **Room:** TBA **Fee:** 250.00
Additional Meeting Dates: 09/26, 10/03

Sign Language II Beginners Intermediate

This is a continuation of the beginner's course with a greater emphasis on visual communication, culture, and artistic interpreting.

Required Text: Sign of the Times - provided during Sign Language I or purchased by student for Sign Language II.
Prerequisite: Sign Language I or equivalent
Course #: TX30340 **Date:** 12/05/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Janice Bernard
College: TX **Campus:** Tunxis **Room:** TBA **Fee:** 230.00
Additional Meeting Dates: 12/12, 12/19

So You're a New Supervisor

This workshop is packed with tips, techniques, advice and inspiration for supervisors. It reveals the six habits of super supervisors: Communication—develop successful strategies for communicating with clients, as well as with people you supervise, with your colleagues, and with your boss. Confidence—increase your confidence I.Q. in order to take risks and rise to the challenges of the workplace. Creativity—think outside the box to come up with creative solutions to problems and to promote your vision Motivation—learn how to give yourself the proverbial "kick in the pants," as well as how to inspire your staff Negotiation—get to "yes" and accomplish "quick and clean" deals Attitude and Performance Enhancement---jumpstart each day with positive energy, dump emotional baggage, and be positive and proactive in reaching your goals

Required Text:
Prerequisite:
Course #: AS30528 **Date:** 12/12/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Margaret DeMarino
College: AS **Campus:** Main **Room: Fee:** 85.00

Spanish - On the Job I

This in-depth program is for those who are responsible for providing services to Spanish speaking individuals and who may have some limited knowledge of Spanish words and phrases. Students will learn how to communicate more effectively through oral and written expression. Extensive vocabulary, use of verb tense, and proper verb conjugation will be covered. This program will enable you to better communicate in Spanish when gathering information, giving directions, providing advice, and making appointments while on the job. There will also be discussions on culture and customs. Note: Students should plan to take introductory and intermediate level courses at the same college.

Required Text: None
Prerequisite: None
Course #: CA30227 **Date:** 09/23/2008 **Time:** 9:00 AM to 12:00 PM
Instructor: Maria Gonzalez
College: CA **Campus:** 950 Main St., Hartford **Room:** 318 **Fee:** 295.00
Section Notes: This course meets for 8 sessions. No class on 11/11.
Additional Meeting Dates: 09/30, 10/07, 10/14, 10/21, 10/28, 11/04, 11/18

Supervisory Skills Certificate - I

Supervisory Skills Certificate Program Supervisors will explore ways to create accountability, to plan for the future, to improve the condition of the organization, and to manage both internal and external relationships. Course work includes: What Every Supervisor Should Know This workshop provides participants with practical techniques, tips and strategies for managing people and information, thereby improving performance. This information is designed to help supervisors take charge of the professional growth of their staff and themselves and spells out clear, realistic recommendations that help participants expertly handle the daily problems and challenges they face. Melt Down Your ISMs Are you dealing with some people who could benefit from an attitude adjustment? Now you can learn how to refresh and refocus their negative energies and change the faces of your associates' negative attitudes into ones that seek positive gain. You'll learn how to: Teach other to face up to the consequences of negative attitudes Promote the benefits of positive attitudes Help others change their perspectives and their reactions to life and work events Communicate positive attitudes with words, tone and body language Correctly approach and respond to the difficult attitudes of others Solving Problems Creatively Do you wish your employees and team members would come up with better ways to get tasks accomplished, handle new situations, or work more productively together? Does the responsibility for new ideas fall on only you and do you sometimes feel you may be "running dry?" During this workshop, you will tap into your idea power and challenge your own and others' thinking blocks by using techniques essential to creating new answers. Managing Diversity in theWorkplace This program will help managers develop an understanding of diversity issues, learn the necessary skills to reduce and eliminate prejudicial attitudes and behaviors among staff, seek common interest during intergroup conflict, and experience a model that uses tools of healing and compassion to reduce prejudice. Participants will also learn how to handle oppressive jokes, comments and slurs as well as discover ways to restate controversial issues and increase unity and cooperation. Regaining Control – Supervising for Effectiveness In this workshop learn that regaining control is within your grasp. All it requires is an understanding of what to control, a plan of how to do it, and the self-discipline necessary to accomplish the plan. The three aspects of supervisory control reviewed will be time control, stress control and change control. For each area of control, you will develop strategies to help you supervise for increased efficiency and effectiveness. Leadership & Motivation What do the great leaders have in common? They know how to identify what motivates others to do their best. Find out why your employees don't do things, and even more importantly, why they do. This workshop identifies the major motivational theories and techniques and how to apply them in everyday workplace situations.

Required Text: None
Prerequisite: None
Course #: CA30271 **Date:** 09/26/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Ralph Braithwaite
College: CA **Campus:** 950 Main St., Hartford **Room:** 303 **Fee:** 449.00
Additional Meeting Dates: 10/03, 10/10, 10/17, 10/24, 10/31

Supervisory Skills Certificate - II

Expand your skills as a supervisor. Explore team building and how it can positively impact your organizations goals, coaching to improve performance, and guidelines to practicing ethics. Discover the strategic plan process, project management, and the use of progressive discipline. Course work includes: Team Building - More and more organizations are accomplishing goals and objectives by using teams. But not all teams are effective. This program will help supervisors assess whether or not teams are the desired direction, identify the current status of their teams, and learn about the stages of team development. In addition, participants will learn about the various team roles, how to motivate team performance, how to manage team conflict, and how to coach for improved performance. Coaching - Broadly defined, coaching is the supportive technique used by the manager/supervisor in supplying guidance to subordinates. It is a process which requires continuous involvement and action by the first-line manager and generally operates within selected time frames. This workshop will focus on the skills needed to be an effective coach, the steps necessary to have a productive coaching session, and the process need to have employees improve performance. Ethics - Are ethics an issue in your work environment? It seems more and more organizations are dealing with issues of ethics. This workshop will focus on ethical issues that managers and employees face today. This program will focus on a practical application of ethical concepts rather than a philosophical discussion. Participants will explore numerous ethical quandaries and leave with answers to a variety of ethical questions. Strategic Planning - Strategic planning may be defined as the set of decisions used to develop and implement plans that provide a superior fit between an organization and its environment so as to achieve organizational goals. It is the portion of the total planning process most concerned with the competitive feature of an organization's environment. Organizations with one service line generally formulate one strategic plan to address all of the competitive elements they face. Those with more diverse outputs typically have different strategic plans for each strategic business unit (SBU), which is a division with a unique mission, service, market, or competitors. These SBU strategies are best developed as a portfolio, meaning that an effort is made to capitalize on how effectively they fit together into a meaningful whole. Topics covered include: Why should an organization develop a plan for the future Strategic Planning in the not-for-profit world Key planning steps and definitions Fifty common pitfalls in formal strategic planning How to construct a strategic model Strategic success factors Three key planning questions Development of a plan Project Management - What is the difference between project management and managing in general? Aren't they really the same? The answer, of course, is no. A project is done only once, whereas most jobs are ongoing or repetitive, and managing one-time jobs is different from managing ongoing ones. For one thing, the people who work on a project may be reassigned to other jobs once the project is completed, so the team is temporary. Often the team members do not report to the project manager on a regular basis, meaning that the project manager has no direct authority over them, a situation that presents its own set of problems. Topics covered include: What is a project; What is project management; What are the causes of project failure; The steps in managing a project; Managing the project team; Project control and evaluation; Bringing the project to a successful conclusion Progressive Discipline - In today's legal environment, you must be able to show that you took a rational, systematic approach to addressing an employee problem. It's not good enough to "build a file on an employee." You must demonstrate, with credible documentation, that you made a sincere effort to help the employee resolve the problem. Progressive discipline places the employee on notice that there is a problem and that something must be done to correct it. When you use progressive discipline, you're demonstrating that you're making a reasonable effort to create an opportunity for the employee to succeed. Topics covered include: Why documentation matters; The proper steps to take; The incidents diary; The supervisor's job; The discipline meeting

Required Text: None
Prerequisite: Supervisory Skills Certificate - I
Course #: CA30272 **Date:** 11/07/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Ralph Braithwaite
College: CA **Campus:** 950 Main St., Hartford **Room:** 303 **Fee:** 449.00
Section Notes: No class on Friday, 11/28/08.
Additional Meeting Dates: 11/14, 11/21, 12/05, 12/12, 12/19

Survival Skills for First Time Supervisors, New and Future Leaders
You've moved up, and the territory is all new. Don't wait for the challenges to hit you unprepared! This certificate program is designed to develop the skills required to effectively direct, motivate and support staff in their daily duties, shifts and routines. Key points will be covered, such as getting your concerns across in meetings, avoiding mistakes that can carry serious consequences across in meetings, avoiding mistakes that can carry serious consequences, effective problem solving and dealing with difficult clients, managers and employees.

Required Text:
Prerequisite:
Course #: NV30421   **Date:** 10/21/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Anne Peck
College: NV **Campus:** NVCC **Room:** TBD **Fee:** 225.00
Additional Meeting Dates: 10/22, 10/23

Survival Spanish for the Workplace
The objective of this 12-hour program presented in six-two hour sessions is to present realistic situations and specialized vocabulary that workplace professionals need to communicate with Spanish-speaking employees, clients, and coworkers. Personalized questions, basic Spanish grammar exercises, role-plays, and reality-based activities will provide you with opportunities to practice the basics of Spanish. Topics to be Greetings and♣ Introduction to Spanish sounds and the alphabet ♣covered: Numbers, dates,♣ Asking for information and other polite requests ♣farewells   Critical verbs♣ Time ♣days of the week, and months of the year

Required Text: None
Prerequisite: None
Course #: QV30527 **Date:** 10/15/2008 **Time:** 9:00 AM to 11:00 AM
Instructor: Marisa Rubera
Section Notes: Class meets on Wednesday and Friday from 9:00 am to 11:00 am, October 15, 17, 22, 24, 29 and 31
Additional Meeting Dates: 10/17, 10/22, 10/24, 10/29, 10/31
College: QV **Campus:** QVCC Willimantic Center **Room:** 5 **Fee:** 170.00

Tackling the Five Most Common Writing Problems
This course takes a look at the biggest stumbling blocks for most business writers -- writer's block, wordiness, structural problems, lengthy writing, and tone. Specially designed writing exercises are given along with practical techniques to tackle each of these problems. Feedback is given in a nurturing setting.

Required Text: None
Prerequisite: None
Course #: CA30234 **Date:** 11/17/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Margaret DeMarino
College: CA **Campus:** 940 Main St., Hartford **Room:** 303 **Fee:** 85.00

Technical Writing
This program is designed to address the specific needs of people in technical areas by providing a solid foundation in basic grammar, punctuation and writing. This program also employs a system of sequential strategies that appeal to the technical minded.

Required Text: None
Prerequisite: None
Course #: CA30231 **Date:** 12/01/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Margaret DeMarino
College: CA **Campus:** 950 Main St., Hartford **Room:** 303 **Fee:** 85.00

Telephone Customer Service

This course provides practical pointers to get the most out of your phone work including voice inflection, effective listening, managing objectives, negotiations, delivering bad news, and understanding and managing caller behavior.

Required Text: None
Prerequisite: None
Course #: CA30240 **Date:** 09/18/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Margaret DeMarino
College: CA **Campus:** 950 Main St., Hartford **Room:** 301 **Fee:** 85.00

Ten Steps to Resolving Workplace Conflict

Conflict in the workplace can do damage to the people directly involved and to the people who work with them. In this workshop, learn concrete ideas to help prevent, reduce, and resolve conflicts by applying the principles of Transformative Mediation. Transformative Mediation is used nationwide by the U.S. Postal Service to help people in conflict address workplace disputes. This style of mediation helps people in conflict, or heading towards conflict, to transform their relationship to create better interactions. After learning some of the techniques of Transformative Mediation, participants will practice using new skills to address typical workplace disputes. Participants will receive materials outlining Ten Steps to Resolving Workplace Conflict. This workshop is conducted by a professional mediator trained in Transformative Mediation by the U.S. Postal Service REDRESS program.

Required Text: none
Prerequisite: none

Course #: TX30467 **Date:** 11/19/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Jane Bedall
College: TX **Campus:** Bristol Career Center **Room:** see notes **Fee:** 90.00
Section Notes: Bristol Career Center, 430 N. Main St. Bristol See receptionist for Room #

Thinking on Your Feet: Developing the Power to Persuade

Have you ever been tongue-tied or at a loss for words? Have you wished that you replied differently to something that caught you off-guard? Make even the most challenging situations winning ones. Master powerful persuasive techniques that expand your sphere of influence and open up channels of communication to get your ideas heard and implemented. Create win-win interactions by learning the art of: what, when and how to say it; communicating clearly and confidently; gaining compliance and consensus; responding versus reacting; developing the tools of persuasion; creating rapport and trust; recognizing and canceling objections; interpreting what is said and what is not; and making effective proposals rather than demands.

Required Text: None
Prerequisite: None
Course #: TX30339 **Date:** 09/29/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Anne Peck
College: TX **Campus:** Bristol Career Center **Room:** See Notes **Fee:** 90.00
Section Notes: Bristol Career Center, 430 North Main Street, Bristol Room # posted

Thinking Out of the Box: Maximizing Your Critical Thinking Skills

Maximizing critical thinking skills is essential to recognizing problems and solving them quickly and accurately. Effective problem-solving and decision-making skills are vital to developing viable solutions, exploring creative options, avoiding common mistakes, and correcting courses of action. Develop critical thinking techniques by learning to: distinguish between problems and challenges; become solution-oriented rather than problem-oriented; assess risk-management options; differentiate between proactive and reactive measures; differentiate between short-term fixes and long-term results; and establish follow-up and follow-through procedures to maintain and fine-tune results.

Required Text: None
Prerequisite: None
Course #: TX30333 **Date:** 09/22/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Anne Peck
College: TX **Campus:** Bristol Career Center **Room:** See Notes **Fee:** 90.00
Section Notes: Bristol Career Center, 430 North Main Street, Bristol Room # posted

Understanding Myers-Briggs Type Indicator

This course is an introduction to the Myers-Briggs Type Indicator (MBTI) and includes a manual and a self-scoring assessment. The workshop and materials provide the initial information necessary to make constructive use of the MBTI and opens the door to personal and professional development.

Required Text: none
Prerequisite: none
Course #: TX30360 **Date:** 11/20/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Ralph Braithwaite
College: TX **Campus:** Bristol Career Center **Room:** see notes **Fee:** 125.00
Section Notes: Bristol Career Center, 430 N. Main St. Bristol See receptionist for Room #

Using Both Sides of Your Brain

Left Brain? Right Brain? Have you ever wondered which side of your brain is more dominant? Discover why you make the choices you do. If you love personality profiles, you'll love this one! You will begin to understand the mystery of the brain and how it works. Discover new techniques for stretching and strengthen the non-dominant side of your brain.

Required Text:
Prerequisite:
Course #: AS30523 **Date:** 09/17/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Noreen Reilly
College: AS **Campus:** Main **Room: Fee:** 85.00

What is My Leadership Style (NEW)

This one day workshop is based on the presenter's soon to be published book on leadership skills for non-leaders. Using concepts developed by the author, participants have opportunities to determine their preferred leadership style, which shapes their success professionally and personally. Participant Learning Outcomes: • Complete leadership style inventory. • Review results and develop personal action plans. • Explore "Leadership for the Rest of Us" concepts.

Required Text: All participant materials are provided
Prerequisite: NONE
Course #: GW30508 **Date:** 11/12/2008 **Time:** 9:00 AM to 3:30 PM
Instructor: Andrew DeLaura
Section Notes: This is a NEW Highly dynamic workshop
College: GW **Campus:** GWCC Nrth Haven **Room:** 227 **Fee:** 90.00

What is My Personality Style?

Don't put yourself in jeopardy at work, become more effective dealing with others. Determining your personality style and the style of others isn't enough. Knowing what to do about the differences is! After assessing your own style you will explore how to read other people and learn how to get them to your desired outcomes. Participant Learning Outcomes: • Exploring your personality style. • Reading other people. • Understanding personal differences. • Developing techniques for working with all personality types.

Required Text: All Participant Materials are provided
Prerequisite: None
Course #: GW30509 **Date:** 09/17/2008 **Time:** 9:00 AM to 3:30 PM
Instructor: Andrew DeLaura
College: GW **Campus:** GWCC Nrth Haven **Room:** 227 **Fee:** 90.00

When Communication Gets Tough-Handling Hidden Agenda

Discover how to stay "on track" and avoid being derailed by communication "hots spots" in your organization. This course will help you deal with conflict, criticism, anger, and more. It will provide practical pointers and role-playing experience on such topics as: discovering and uncovering hidden agendas, understanding the differences in male/female communications styles, dealing with difficult people, and more. This workshop will help you enhance communication and interpersonal skills with everyone from bosses to co-workers to clients to subordinates so that you can handle even the toughest situations with grace, diplomacy, and effectiveness. You will learn how to: * Apply a deeper understanding of the essentials of excellent communications * Handle resistance to change from co-workers and subordinates * Constructively give and take criticism * Better manage "up" and communicate more effectively with bosses * Spot hidden agendas and learn most effective ways to deal with them * Apply the keys to artful confrontation that will create a more open atmosphere in the workplace * Employ the "two-sided solution" to advance your workplace objectives * Understanding the dynamics of office politics and how not to get "strangled" by the grapevine * Apply techniques for those who give you the "silent treatment" * Discover ways to deal with inconsistent communications * Deal with the bully at work * Handle emotional responses in the workplace, including anger, crying, and unresponsive behavior * Plot a course of effective action when workplace friends expect favors

Required Text:
Prerequisite:
Course #: AS30525 **Date:** 12/15/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Margaret DeMarino
College: AS **Campus:** Main **Room: Fee:** 85.00

Workplace Wellness

This course is designed for anyone who is interested in learning how to implement an employee wellness program into their workplace. You will learn where to find outside resources, how to involve your entire organization throughout the planning process, and how to create a successful wellness program designed specifically for your business. Whether your workplace has 2 or 200,000 employees, implementing an employee wellness program can be accomplished with any size budget. More businesses today are embracing the philosophy that a worksite health promotion program will attract quality workers in an increasingly competitive global environment, reduce employee absenteeism, improve morale and foster stronger organizational commitments, and reduce the employee turnover.

Required Text: None
Prerequisite: None
Course #: TR30195 **Date:** 10/03/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Ann Irr Dagle
Location: TR **Campus:** Thames Valley **Room:** 206 **Fee:** 85.00
Banner CRN: 30919

Writing Certificate for Professionals

You are what you write! Producing effective written communication reflects on your competence. Knowing what to say, how to say it, and which way to punctuate it are important requirements for just about any job. This certificate program is designed to build writing, grammar, punctuation, editing, and proofreading skills. Participants will learn how to think like a writer, composing clear and simple writing. You will work on group assignments as well as "real-life" writing from work. Topics covered: • Professional Writing for Business • Grammar & Punctuation for Managers • Improving the Bottom Line with the Written Line • The Writing Clinic

Required Text: None
Prerequisite: None
Course #: CA30267 **Date:** 10/30/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Margaret DeMarino
College: CA **Campus:** 950 Main St., Hartford **Room:** 303 **Fee:** 329.00
Additional Meeting Dates: 11/06, 11/13, 11/20

Writing for Business

This course is a primer in business writing. We will focus on basic writing theory - essentially on how to communicate in a simple and direct way. We will learn techniques to eliminate writer's block and also examine rules of thumb for writing effectively. We will also discuss the connection between writing and thinking and the ways to better use your brainpower to create communication. We will learn whether we write with a right brain, left brain or integrated brain style and learn how to use writing techniques to develop our weaknesses and enhance our strengths. This course is intended for Administrative Support Staff.

Required Text: None
Prerequisite: None
Course #: CA30245 **Date:** 09/29/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Margaret DeMarino
College: CA **Campus:** 950 Main St., Hartford **Room:** 301 **Fee:** 85.00

Your Untapped Source of Success EMOTIONAL INTELLIGENCE

Experts now acknowledge that emotional intelligence (EI) is the major determinant of leadership success in the workplace. Emotional Intelligence goes beyond general intellectual intelligence and technical competency. It is the ability to make your emotions work for you by using them in ways to produce the results you The♣ 7 Steps to Emotional Intelligence. ♣want. Participant Learning Outcomes: How to promote Emotional♣Five Competencies of Emotional Intelligence. Intelligence in others.

Required Text: All Participant materials are provided
Prerequisite:
Course #: GW30510 **Date:** 10/14/2008 **Time:** 9:00 AM to 3:30 PM
Instructor: Andrew DeLaura
Section Notes: This course has received outstanding reviews...One of The Best Courses I Have ever taken in the State.
College: GW **Campus:** GWCC North Haven **Room:** 227 **Fee:** 187.00rerequisite: NONE

DEVELOPING LEADERSHIP SKILLS

Developing the Leader Within

Understand what it takes to be a truly great leader. We'll explore ways to lead with vision, integrity, courage and inspiration. Discover why your attitude is so vital to your own success. Learn how to successfully develop people and draw on their natural desire to be self-motivated. Gain insights for tapping into people to create positive change and action. Learn ways to share your vision by painting vivid pictures so people can capture your spirit and momentum. Increase your personal effectiveness by using a 10-point organizational checklist.

Required Text: None
Prerequisite: None
Course #: MA30444 **Date:** 09/19/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Noreen Reilly
College: MA **Campus:** Learning Resource Center **Room:** B144 **Fee:** 85.00

Keys to Effective Leadership

The key to success in any organization is effective leadership. Learn ways of improving the lines of communication between staff members, departments, and bosses. Acquire new skills for communicating your message clearly, concisely and positively. Learn effective ways of resolving issues, and building bridges between people. Discover how you can be a leader who inspires positive change.

Required Text: None
Prerequisite: None
Course #: MA30455 **Date:** 11/14/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Noreen Reilly
College: MA **Campus:** Learning Resource Center **Room:** B144 **Fee:** 85.00

Leadership in Project Management

Whether you aspire to being a leader, or have had leadership thrust upon you as a project leader, teacher, or coach, this class will help you to build and flex your leadership muscles. You will: •See Opportunity amid change and crisis •Develop your own leadership style •Lead with communication, encouragement, and promotion •Recognize the ten telltale behaviors of true leaders •Earn greater respect, success, and recognition •Understand your own leadership potential You will learn: •How to be flexible and adaptive without compromising your principles •How to understand leadership as an ongoing process and prepare to assume the role of leader •What vision is and how to develop it •How to create winning teams and keep them following your lead.

Required Text: None
Prerequisite: Essentials of Project Management is recommended but not required.
Course #: MA30435 **Date:** 10/20/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: John Lombardo
College: MA **Campus:** Learning Resource Center **Room:** B144 **Fee:** 100.00

Speak Up And Be Treated Fairly

Do other people take advantage of you? Are your ideas rejected because someone else is a more skillful and forceful presenter rather than because they have better concepts? Be at ease and attain posture when presenting yourself. Overcome passive behavioral techniques and deal skillfully with aggressive people. Become more assertive by mastering the following topics: * saying "no" without guilt * speaking your mind without giving or taking offense * choosing appropriate verbal and non-verbal messages * assertive responses * handling "bullies" * giving and accepting criticism.
Required Text:
Prerequisite:
Course #: NW30236 **Date:** 10/06/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Anne Peck
Location: NW **Campus:** Northwestern CT CC **Room:** LRC 105 **Fee:** 85.00

Strategic Leadership in the New Millennium

This leadership workshop is designed to assist people in developing new or building on existing management and leadership skills. Learn the difference between leadership and management while engaging in group activities to discover your hidden knowledge and abilities that have an inspirational impact on others. This is an interactive course that builds on existing skills to increase the effectiveness of your vision of the future. Lesson content includes lecture, seminar, and role play instructional methods on topics of interest such as motivation, goal setting, time management, decision making, communication, conflict management, and teamwork.

Required Text: None
Prerequisite: None
Instructor: Gregory Petranek
Course #: TR30204
Date: 10/17/2008
Time: 9:00 AM to 4:00 PM
Section Notes: Class Meets Twice: 10/17/08 & 10/24/08
Additional Meeting Dates: 10/24
College: Three Rivers   **Campus:** Thames Valley   **Room:** 206
Fee: 170.00

Success Strategies: Developing A Winning Edge!

Maximize the achievements in your professional and personal life and get the attention of others by discovering your leadership style and making it work effectively for you. Empower yourself by discovering and accentuating your own unique qualities of leadership. Break your paradigms and overcome the common pitfalls. Inspire loyalty, commitment, and enthusiasm by discovering essential leadership qualities and developing second-tier leadership. Topics include: * developing a positive image and attitude * how your personality type affects your leadership style and how to make it work for you * harnessing the power of delegation * learning how to get and keep yourself and others motivated * overcoming guilt when saying "no" and making corrections * developing and encouraging participative leadership

Required Text:
Prerequisite:
Course #: NW30239 **Date:** 11/03/2008 **Time:** 9:00 AM to 4:00 PM
Instructor: Anne Peck
Location: NW **Campus:** Northwestern CT CC **Room:** LRC 105 **Fee:** 85.00